

Canisteo Valley Family Practice
111 Loder Street
Hornell, NY 14843

Patient Responsibilities

At Canisteo Valley Family Practice, we believe patients and families are partners in ensuring that the best possible care is provided in a healthful, safe environment.

We count on you to participate in your care in the following ways:

1. To the best of your knowledge, provide accurate and complete information about your present symptoms, past illnesses, hospitalizations, medications, and other matters relating to your health.
2. Provide a copy of your health care proxy or any other advance directives or power of attorney forms, if you have them.
3. Report any changes in your condition or anything that appears unsafe to your nurse or doctor.
4. Ask questions if you do not clearly understand the proposed plan of care and what is expected of you.
5. Follow the treatment plan that you and your doctor have developed. This may include following the instruction of nurses and other health care staff who are involved in your care. Accept the consequences if you do not follow the treatment plan.
6. Keep appointments. When you are unable to do so for any reason, notify the office appointment center in advance.
7. Please provide accurate insurance information and promptly pay balances not covered by your insurance.
8. Treat other patients and staff with consideration and respect.
9. Please be considerate of the rights of other patients and our office staff by assisting with control of noise and the number of visitors that accompanying you to your appointments.
10. Be respectful of the property of other persons and of the office.
11. For your information the following items and behaviors are prohibited at Canisteo Valley Family Practice.

- Alcoholic Beverages
- Disruptive or Violent Behaviors
- Weapons
- Smoking
- Street Drugs

If patients are unable to maintain safe and respectful behavior, their activities may be restricted; or, in extreme situations, the office may terminate their treatment and offer an alternative plan for care.