

Christine Cooley Family Health NP, PLLC (aka the Provider)

Patient Responsibilities

As providers of care, the Provider has the right to expect reasonable and responsible behavior on the part of patients, their families, and friends.

To this end the Provider has adopted a list of basic responsibilities.

- 1.) Provision of information – a patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about their medical history including present illness, past illnesses, medications, allergies and other pertinent facts relating to their health status.
- 2.) Compliance with instructions – a patient is responsible for following the treatment plan recommended by the Provider, this may include following instructions of nurses and other health care personnel.
- 3.) The patient is responsible for keeping appointments and when unable to do so to notify the Provider's office.
- 4.) Financials – the patient is responsible to provide accurate information regarding their insurance coverage.
- 5.) The patient is responsible to provide co-pay at time of the visit/service/telemed.
- 6.) The patient is responsible for timely payment of outstanding balances.

Questions, Concerns, or Complaints:

Questions, concerns, or complaints may be addressed by phone to the Provider at (518)441-8720, or in writing to Christine Cooley Family Health NP, PLLC, attn: Administrator, 500 Federal Street Suite 650, Troy, NY 12180

If you feel that the Provider have been unable to resolve your concern you may also address concerns to the New York State Department of Health - by phone at (800)804-5447, or by mail:

New York State Department of Health
Centralized Hospital Intake Program
433 River Street
Troy, NY 12180

You may also contact the Office of the Medical Ombudsman at www.medicare.gov/ombudsman/activities.asp.