Patient Rights & Responsibilities

Effective Date: **November 15, 2026**

You Have the Right to

- Be treated with dignity, respect, and courtesy, without discrimination (see our Nondiscrimination Notice).
- Receive information about your diagnosis, treatment options, risks, benefits, and costs in language you understand, including free interpreter services.
- Take part in decisions about your care, give or refuse informed consent, and seek a second opinion.
- Privacy and confidentiality as described in our Notice of Privacy Practices.
- See and get copies of your medical records.
- Know the names and roles of those caring for you, and decline to be seen by students or trainees (AFM trains University of Washington Physician Assistant and Medical Assistant students).
- Request a chaperone for any sensitive examination (see Chaperone Policy).
- Receive a Good Faith Estimate if you are uninsured or self-pay, and an explanation of your bill.
- Make an advance directive (such as a health care directive or durable power of attorney for health care) and have it placed in your chart.
- Voice a complaint without fear of retaliation.

You Are Responsible for

- Giving complete, accurate information about your health, medications, and insurance.
- Following the care plan you and your physician agree on, or telling us if you cannot.
- Keeping appointments or canceling at least 24 hours in advance.
- Paying your bills on time, or contacting us to arrange payment.
- Treating staff and other patients with respect. Threatening, abusive, or violent behavior is not tolerated and may result in discharge from the practice.

Complaints

Please tell us first so we can fix the problem: speak with any staff member, ask for Suleman Aziz, MD, or write to us at 2007 152nd Ave NE, Redmond, WA 98052. We will respond within 15 days. You may also contact the Washington Medical Commission (physician concerns; wmc.wa.gov), the Washington State Department of Health, or, for privacy concerns, the U.S. Department of Health and Human Services Office for Civil Rights.