



Patient Rights

You have the right to:

1. Receive high quality care without discrimination based on race, ethnicity, sex, age, religious beliefs, physical or mental disability, sexual orientation, marital status, socio-economic status, ability to pay, or diagnosis/condition.
2. Be treated with respect by all health center staff at all times and under all circumstances.
3. Be informed of the health center's Privacy Policies and Procedures as they relate to your confidential health information.
4. Expect that the health center will keep your medical records confidential and will release such information only with your written authorization or as otherwise permitted or required by law.
5. Review and/or have your medical records copied upon request at a mutually agreed upon time.
6. Receive information so that you may participate in decision making related to your health care and so that you can provide informed consent prior to any diagnostic or therapeutic procedure (except in emergencies). If you are not able to participate in this process, you may be represented by a parent, guardian, family member, or designated surrogate.
7. Refuse any treatment (except as prohibited by law) and be informed of the possible consequences of refusing treatment.
8. Develop advance directives and be assured that all health center providers will comply with those directives in accordance with the law.
9. Designate a surrogate to make health care decisions for you if you become incapacitated.
10. Ask for and receive information regarding your financial responsibilities for services rendered.
11. Receive an itemized copy of your bill for services and have your bill explained to you.
12. Express your concerns about the care you have received without fear of discrimination or retaliation and have your concerns addressed in a fair, efficient and timely manner.



Patient Responsibilities

You are responsible to:

1. Provide accurate personal, financial, insurance, and -most importantly - medical information to health center staff and providers.
2. Behave in a polite, considerate, and respectful manner to health center staff and providers; refraining from abusive, threatening or rude conduct.
3. Supervise your children during any and all visits.
4. Keep all scheduled appointments on time.
5. Participate and follow the treatment plan as recommended by your provider in order to achieve your optimal level of health and wellness.
6. Understand that refusal of treatment or failure to follow your treatment plan could result in undesirable outcomes for which you and/or your family accept responsibility.
7. Become familiar with your health insurance benefits, including any deductibles, co-payments, or other costs you are responsible for.
8. Make a good faith effort to meet financial obligations promptly or make arrangements through the patient advocate to obtain assistance when needed.
9. Let the health center staff know if you feel you are being treated unfairly.
10. Strive to develop healthy habits and avoid knowingly spreading disease.