



### Patient Rights

1. Patients are treated with respect, consideration and dignity.
2. Patients are provided reasonable access to care within the health center's mission and scope of service regardless of:
  - race
  - gender
  - national origin
  - creed
  - disability
  - age
  - sexual orientation
3. Patients are provided personal privacy, safety and security within the health center.
4. Patient disclosures and records are treated confidentially and patients have the authority to approve or refuse the release of records and information in compliance with applicable laws of the state and federal governments.
5. Patients are provided to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When medically inadvisable to provide such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
6. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
7. Information is available to patients and staff concerning:
  - Patient Rights, Responsibilities, Conduct and Participation
  - Health Center Services Available
  - Provisions for After-Hours and Emergency Care
  - Payment Policies and Fees for Services
  - Patient's Right to Refuse Participation in Experimental Research
  - Advance Directives (such as living wills, health surrogate designations, power of attorneys for health care, etc) and/or Do Not Resuscitate Orders. Orders are followed by the Health Center only when valid documents have been provided to the Health Center.
  - The Credentials of Health Care Professionals
  - Methods for expressing suggestions, complaints and grievances, including those required by state or federal regulations.
8. Patients have the right to change providers if other qualified providers are available.
9. Patients are not required to utilize the ancillary services such as Laboratory, Diagnostic Imaging and Physical Therapy.
10. Patients are provided referrals to other providers when additional, alternative or special services are needed.
11. Marketing or advertising regarding the competence and capabilities of the health center are not misleading.

### Patient Responsibilities

1. Prior to receiving care, patients are informed of their patient responsibilities. These responsibilities require the patient to provide complete and accurate information to the best of his/her ability about his/her:
  - health
  - medications, including over-the-counter products and dietary supplements
  - allergies or sensitivities
2. The patient shall follow the treatment plan prescribed by the health care provider, participate in his/her care and inform the provider if the treatment plan is not understood or manageable.
3. Patients are expected to accept responsibility for refusing treatment or failing to follow treatment instructions.
4. Patients shall provide a responsible adult to transport him/her home from the facility and remain with the patient for 24 hours if required by the provider.
5. Patients shall inform the provider about the existence of a living will, medical power of attorney or other advanced directive that could affect his/her care.
6. Patients shall accept personal financial responsibility for any charges not covered by the health fee or his/her insurance.
7. Patients shall arrive for appointments in a timely manner or inform the health center with sufficient notice if unable to attend a scheduled appointment.
8. Patients shall treat all health care providers, staff and other patients respectfully, considerately and with dignity.
9. Patients shall follow the health center rules, policies and procedures.



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