

PATIENT'S RIGHTS AND RESPONSIBILITIES

The Health Center strives to provide comprehensive and preventive health care to patients. In order to foster better channels of communication, closer patient/provider relationships, and more efficient care, the Center presents the following Rights and Responsibilities for you and your family.

As a patient I have a right:

- to have my pain assessed and managed.
- to receive information about medications, including: What is it for? How I am supposed to take it and for how long? What side-effects are likely or possible?
- to be assigned one provider who is in charge of my care if I have multiple health problems, am seeing specialists or hospitalized.
- to have a family member or friend be with me to speak up for me and help get things done.
- to be informed why a test or treatment is needed and how it will help me.
- to be informed of the results of the test.
- to receive in understandable language adequate information from my provider concerning my diagnosis and its related treatment to the best of his/her ability. In the event that I refuse treatment, I will be informed of possible medical consequences.
- to be given the best possible health care. In certain cases, another facility may have services that the Center does not have. I will be referred to that facility after I have received complete information.
- to be given reasonable and respectful personal consideration, and to expect information about my health to be treated confidentially.
- to know the name and position of the provider who is caring for me. No provider should begin treatment without introducing himself/herself.
- to be informed of policies and procedures, fees and charges for services made by the Center. When referrals are made to other agencies, I should receive an explanation of my responsibilities.
- to receive an appointment time that is convenient for me. I should not have to wait too long for services without an explanation.
- to receive an explanation about my bill.
- to be heard if I have suggestions or complaints.
- not to be discriminated against because of race, religion sexual orientation, national origin, language, sex or age.

As a patient you are responsible for:

- providing information to my provider about past illnesses, hospitalizations, medications, including prescriptions, over-the-counter medications, vitamins, herbs, or any other drug I may be taking, and other matters related to my health.
- informing my provider about any allergies and adverse reactions I have had to medicines.
- informing my provider about past or present problems with abuse of pain medication.
- cooperating with all health personnel and asking questions if I do not understand.
- assisting my provider by complying with my instructions and medical orders.
- respecting the property of other persons and the property of the Center.
- Making and keeping my appointment or informing the Center as early as possible if I cannot keep an appointment.
- providing information necessary for bills to be paid by my medical insurance and for realizing that I have the ultimate responsibility for paying all bills. The Center will correct any errors in the bill. Payment of the bill is expected upon the Center's request.
- bringing my current Medicaid or Medicare card, or any required insurance billing information on each visit to the Center.
- informing the Center when there are any changes in address, household information, or financial status.

If you have a complaint or feel that your rights have been violated, you may contact the Patient Advocate at 503-3211, the Medical Director, 503-3173 or the Public Relations Director, 503-3276