

Patient's Bill of Rights and Responsibilities

1. You have the right to seek treatment regardless of your race, age, sex, disability, religion or political beliefs.
2. You have the right to be treated with courtesy and respect. You have the right to be addressed in a respectful manner, by your proper name and without undue familiarity by Health Center personnel.
3. You have the right to obtain and understand your doctor's diagnosis, treatment, and/or procedures and prognosis of your condition.
4. You have the right to give an "Informed Consent" prior to the start of any procedure and/or treatment. You must be given all necessary information for you to make a decision. You should also be aware of all "medically significant" alternatives.
5. You have the right to refuse medical treatment except in certain cases. These exceptions will be explained by your physician.
6. You have the right to privacy. Your examination and treatments should be done in an enclosed area with only the necessary staff present. You have the right to know the names and titles of any observers.
7. You have the right to expect that your illness, treatment, medical records and all communications will be treated with confidentiality.
8. You have the right to expect that within its capacity, the Health center will make a reasonable response for patient services.
9. You have the right to know when you are being used in research and the right to refuse to participate in said research.
10. You have the right to expect reasonable continuity of care. You should be told if you need further treatment, when and where to get it, including help in making appropriate appointments.
11. You have the right to a full explanation of your bill, regardless of your method of payment.
12. You have the right to know that drinking intoxicating beverages, gambling, using profanity, using illicit drugs, disruptive behavior, playing radios/tape recorders and smoking is strictly prohibited on the Health Center premises.

13. You have the right to offer a compliment or voice a complaint.
14. You have the right to change specialists, medical or dental providers upon your request.
15. You have the right to ongoing pain assessment and management.
16. You have the right to access confidential information from your personal medical records and the right to request that errors be corrected.
17. If treatment is denied to you, you may file a complaint with the President of the Health Center.
18. It is your responsibility to respond with courtesy and respect to Health Center personnel.
19. It is your responsibility to listen and ask questions and understand.
20. It is your responsibility to read and understand all documents before you sign them.
21. If treatment is refused, the doctor will ask you to sign a form that says he/she is not responsible for what happens to you as a result of your decision.
22. It is your responsibility to report a violation of privacy to the Administration Department.
23. It is your responsibility to not inquire about another patient's illness or treatment.
24. It is your responsibility to not misuse Health Center services.
25. It is your responsibility to be fully aware of possible adverse reactions, successes, failure and other choices.
26. It is your responsibility to be prompt for all subsequent appointments and to follow advice of the doctors regarding procedures and treatment.
27. It is your responsibility to inform the Billing Staff of your method of payment e.g. Medicaid, Medicare, Insurance, Cash or Credit Card.
28. It is your responsibility to observe and adhere to Health Center rules and regulations.

29. It is your responsibility to report a complaint to Health Center Administration.
30. It is your responsibility to make a request if such a change is desired.
31. It is your responsibility to report to your Provider that you have pain.
32. It is your responsibility to notify the Compliance Officer with concerns or requests to have errors in documentation in your medical record reviewed.