



Patient Rights

1. The right to be treated with respect, consideration, courtesy, and dignity by all staff of the facility;
2. The right to efficient and equal service, regardless of race, sex, religion, ethnic background, education, social class, physical or mental handicap, sexual orientation, age, or economic status;
3. The right to complete information concerning diagnosis, evaluation, treatment, and prognosis in terms the average patient can reasonably be expected to understand;
4. The right to informed consent and full discussion of risks and benefits before any invasive procedure, except in an emergency; alternatives to the proposed procedure must be discussed with the patient;
5. The right to participate in decisions involving a patient's own health care, except when such participation is inadvisable for medical reasons;
6. The right to obtain assistance in interpretation for non-English-speaking patients;
7. The right to know the names, titles, and professions of the facility staff to whom the patient speaks and from whom services or information are received;
8. The right to refuse examination, discussion, and procedures to the extent permitted by law, and the right to be informed of the health and legal consequences of refusal.
9. The right of access to a patient's own personal health records;
10. The right of respect for the patient's privacy;
11. The right of confidentiality of a patient's personal health records, as provided by law;
12. The right to expect reasonable continuity of care within the scope of services and staffing of the facility;
13. The right to change providers if other qualified providers are available;
14. The right to be informed of advanced directive options if requested;
15. The right to respect for the patient's civil rights and religious opinions or beliefs;
16. The right to present complaints or feedback to the management of the facility in writing or by speaking to the Clinic Coordinator without fear of reprisal; and
17. The right to examine and receive a full explanation of any charges made by the facility regardless of source of payment.



Patient Responsibilities

1. Ask questions. You and your family are responsible for asking questions when you do not understand your care or what you are expected to do.
2. Let your healthcare provider or nurse know about any pain you may be experiencing.
3. Cooperate with and behave respectfully toward all health care professionals and staff giving care.
4. Be considerate and respectful of other patients and visitors.
5. Respect other patient's need for privacy.
6. Give complete and accurate details about past illnesses, stays in the hospital, allergies, medicines (including over-the-counter products and dietary supplements), present complaints, perceived risks to your care, or other matters relating to your health.
7. Tell the provider or nurse about any changes in your health that you may have experienced.
8. Follow the agreed-upon treatment plan your provider prescribes and participate in your care.
9. Let the provider or nurse know if you think you cannot or will not follow your treatment plan. Be prepared to accept the consequences of your actions.
10. Keep appointments. If you cannot, you should notify the clinic as soon as possible.
11. Accept responsibility and promptly pay for any charges not covered by insurance, including co-pays, deductibles, and outstanding balances.