



PATIENT RIGHTS & RESPONSIBILITIES

Our Patients / Clients Have a Right To:

Service – Service regardless of your race, sex, religion, age, ethnic background, linguistic preference, education, social class, economic status, sexual orientation or handicap.

Respect and Freedom from Abuse – Expect that our workers will be sensitive to your needs and feelings, and to be treated with respect and dignity as human beings.

Privacy – Consideration for your privacy. Treatment is confidential and should in all cases be conducted discreetly.

Information – Know your diagnosis, treatment, prognosis and probable consequences of treatment. To know any other significant information that would enable you to give informed consent.

Choice – Be involved in planning the medical services you are to receive, and to consent to or refuse treatment.

Confidentiality – Confidentiality in personal matters, interpersonal relations, and written records, and access to your medical records.

Continuity of Care – Referral to other services and agencies that are necessary for continuity of care.

Billing – Obtain, question and discuss a full accounting of charges for your medical care regardless of the source of payment.

Rules and Regulations – Know what rules and regulations apply to your conduct as patients/clients, and to have representation in the formulation of rules and regulations that will govern you as patients/clients.

Communication – Have all communications in a written language that you can clearly understand.

Grievances – File a complaint about service-related issues or the treatment being provided, and to request assistance in the filing of a complaint.

Our Patients / Clients Have the Responsibility To:

- Arrive on time for appointments
- Provide at least twenty-four (24) hours notice of appointment cancellation
- Participate in development of mutually agreed upon treatment plans
- Follow agreed upon treatment plans
- Comply with signed patient contracts
- Let us know if you are dissatisfied with services
- Let us know of changes in address, phone number or other requested information
- Follow all insurance company guidelines about how to access services
- Take financial responsibility for payment of all charges including:
 - To bring in your insurance card each time you come to the Center for services if you are insured.
 - To pay all co-payments and deductibles at the time of your visit if you are insured.
 - To pay at the time of your visit for services rendered if you are uninsured.
 - To bring in documentation of eligibility for discount in a timely manner if you are uninsured.
 - To bring in documentation of eligibility for the Medicaid, if requested by the Center's Care Manager or Clinic Coordinator, in a timely manner.
- To contact the billing department immediately to make payment arrangement if you cannot pay.