

# Patients Rights & Responsibilities

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## **As a Patient at Community Health Centers, Inc., (CHC), you have the right to:**

- *receive care without regard to gender or cultural, economic, educational or religious background;*
- *considerate and respectful care;*
- *be well informed about your health status, illness, possible treatments and likely outcomes and to discuss this information with your provider and other health care providers;*
- *know the names and roles of the people treating you;*
- *consent to or refuse a treatment;*
- *privacy concerning your visits. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly;*
- *confidential treatment of all communication and records pertaining to you. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with your care;*
- *review your medical records and have the information explained;*
- *voice your concerns regarding any part of the care you receive at CHC. If you have a concern, please speak to the Clinic Director.*

## **As a Patient of Community Health Centers, Inc., (CHC), you are responsible for:**

- *providing information about your health, including past illnesses, hospital stays and use of medications;*
- *providing current information about your insurance, including deductibles and co-pays;*

- *asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your provider;*
- *providing insurance information and proof of income and family size when applying for discounts;*
- *payment of your CHC account and those of your dependents as you designate;*
- *giving 24-hour notice when unable to keep an appointment. Failure to do so can result in a no-show charge;*
- *being considerate of other patients. This would include being responsible for the behavior of your children and friends;*
- *treating the staff with respect. Concerns should be directed to the Clinic Director or Program Director;*
- *recognizing the effect of lifestyle on your personal health. Your long-term health depends on the decisions you make in your daily life. CHC considers you a partner in your care. When you are a well-informed participant in your treatment and communicate openly with your provider and other health care professionals, you help make your care as effective as possible. CHC encourages respect for the personal preferences and values of each individual.*

*Community Health Centers, Inc. (CHC) is committed to the delivery of health services characterized by quality, accessibility, consistency and personalized care. CHC does not discriminate on the basis of race, color, national origin, age, sex, religion, disability or ability to pay.*