

South Central Primary Care Center, Inc.

Patient Rights and Responsibilities

Our Practice is committed to providing quality health care. It is our pledge to provide this care with respect and dignity. In keeping with this pledge and commitment, we present the following Patient Rights and Responsibilities:

You have the right to:

- Competent, considerate, and respectful health care, regardless of race, creed, age, sex, or sexual orientation.
- Humane treatment in the least restrictive manner appropriate for treatment needs.
- To receive healthcare free from mental, physical, and sexual abuse.
- The expectation that we will take reasonable steps to overcome cultural or other communication barriers that may exist between you and the staff. This includes receiving interpretation services when needed.
- To receive treatment from licensed medical personnel.
- An individualized treatment plan specific to your medical needs.
- A complete, easily understandable explanation of your condition, treatment, and chances for recovery; as well as the freedom to ask about diagnoses and overall prognosis. This includes information necessary to make an informed decision about any treatment or procedure, except as limited in an emergency situation.
- Participate in decisions regarding your healthcare.
- Information about the medical consequences of exercising your right to refuse treatment.
- The personal review of your own medical records by appointment and in accordance with applicable State and Federal guidelines.
- Confidential management of communication and records pertaining to your medical care.
- An explanation of your medical bill regardless of your insurance and the opportunity to personally examine your bill.
- The opportunity to file a complaint or grievance should a dispute arise regarding care, treatment or service, and the right to select a different clinician if desired.
- To request treatment from a different provider when other qualified providers are available.
- To receive coordination of Care between South Central Primary Care Center, as your Medical Home, and any specialist or ancillary care you receive.
- To obtain information about Advance Directives.
- To be informed of any COVID 19 exposure while at a South Central Primary Care Center facility within 48 hours of the facility knowledge of the exposure.

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You are responsible for:

- Being respectful to all South Central Primary Care Center Providers and staff members, as well as other patients in the clinic.
- Following the office's rules about patient conduct; for example, there is no smoking in our office.
- Respecting the rights and property of our staff and other persons in the office.
- Knowing your health care clinician's name and title.
- Giving your clinician correct and complete health history information, e.g., allergies and/or sensitivities, past and present illnesses, medications, and hospitalizations.
- Providing staff with correct and complete name, address, telephone, and emergency contact information each time you see your clinician so we can reach you in the event of a schedule change or to give medical instructions.
- Providing staff with current and complete insurance information, including any secondary insurance, each time you see your clinician.
- Signing a "Release of Information" form when asked so your clinician can get medical records from other clinicians involved in your care.
- Telling your clinician about all prescription medication(s), alternative, i.e., herbal, or other, therapies, or over-the-counter medications you take. You must bring all prescription bottles to each appointment to be reviewed with your provider.
- Telling your clinician about any changes in your condition or reactions to medications or treatment.
- Asking your clinician questions when you do not understand your illness, treatment plan or medication instructions.
- Following your clinician's advice. If you refuse treatment or refuse to follow instructions given by your health care clinician, you are responsible for any medical consequences.
- Keeping your appointments. If you must cancel your appointment, please call the health center at least 24 hours in advance.
- Paying copayments or nominal fees at the time of the visit or other bills upon receipt unless prior arrangements have been made.
- Providing in home assistance for your care if needed, and transportation to and from medical services.
- For adhering to COVID-19 guidelines and precautions currently in place in the state of Georgia and South Central Primary Care Center COVID specific policies and procedures.
- For informing staff of exposure to or symptoms of COVID-19 prior to entering the facility.