

SOUTH CENTRAL PRIMARY CARE CENTER

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. This includes information necessary to make an informed decision about any treatment or procedure, except as limited in an emergency situation.
- 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 should a dispute arise regarding care, treatment or service or to select a different clinician.
- 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.

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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.
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- 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, 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.