



PATIENT RIGHTS & RESPONSIBILITIES

YOUR RIGHTS

1. You cannot be discriminated against on the basis of race, color, national origin, religion, sex, sexual orientation, handicap or health insurance.
2. You will be treated with courtesy and respect by all health center staff.
3. All information is **confidential**.
4. You will receive the best possible care and have other options for care explained to you.
5. You have a right to refuse treatment.
6. You have a right to review your health center record.
7. You have a right to review a copy of any bills submitted as claims to your insurance company.
8. If you feel that your rights have been violated, you should inform the center staff.
9. You will not be denied services because of inability to pay.
10. If you are a mature or emancipated minor, or if you are age 18 and over, you have the right to complete an Advanced Directive to name someone to be responsible for your care in case of serious illness or injury.

YOUR RESPONSIBILITIES

1. Be on time for your appointments.
2. Call the health center at least 24 hours in advance if you are unable to keep an appointment.
3. Give the health center current information on your insurance, address, name, or phone number.
4. Provide a complete and accurate medical history to staff.
5. Tell us if you do not understand any aspect of your treatment.
6. Follow our recommendations and advice.
7. Tell us about unexpected complications that may happen during the course of your treatment.
8. Be considerate of the rights of other clients and of health center staff and property.
9. Pay as you can to help support the services of this center.

Your rights are important to us.

Neighborhood Health Center strives to provide our patients with the best possible quality of care and to ensure that our patient's dignity and privacy are respected.

You and your family have the right to have your compliments and complaints heard and addressed. Please call the Neighborhood Health Center Compliance Officer at 765-965-4299.