**Patient Rights and Responsibilities**

**YOU HAVE THE RIGHT TO:**

* Quality care and service.
* Be treated with respect and dignity.
* Not be discriminated against.
* Speak with a provider regarding emergency medical / dental needs after business hours.
* Complete information about your health and your choices for treatment and service. We will give this information to you in a language and manner you can understand.
* Take part in decisions about your health care. If you refuse treatment, we will explain the possible results.
* Ask about fees, charges, and payment policies.
* Refuse to take part in research.
* Suggest changes in procedures.
* Take part in choosing your primary care provider.
* Participate in decisions about your plan for end-of-life care.
* Complain if you have concerns about any clinic services.
* File a grievance if you are not satisfied with how your complaint is resolved.
* File a grievance if you feel you have experienced unprofessional conduct from any employee.
* Have your health information disclosed as allowed by law.
* To have access to, request to make amendments to, and obtain information on disclosures of your health information, in accordance with applicable law.
* Reasonable notice if CHC decides to change or end its relationship with you.

**YOUR RESPONSIBILITIES ARE TO:**

* Give correct and complete medical history and billing information.
* Inform your provider about any living will, medical power of attorney, or other directives that could affect your care.
* Keep scheduled appointments. If you need to cancel, call us 24 hours before the appointment.
* Do your part to keep yourself as healthy as possible by following treatment plans and care instructions you agreed to with your health care provider.
* Treat staff and other patients with respect.
* Respect the privacy of others.
* Respect CHC’s property.
* Abide by the policies of CHC.
* Pay for services received as per CHC policies.
* Pay for the services you received when referred to other health care providers outside of CHC.
* Watch and keep safe any children you bring to the health center.

Failure to meet these responsibilities may result in inability to access future services from CHC.