

First Choice Health Centers, Inc.
Patients' Bill of Rights and Responsibilities

YOU HAVE THE RIGHT TO:

- ❖ Expect quality care and service from a provider within the primary care medical home.
- ❖ Seek specialty care.
- ❖ Receive considerate, respectful, and nondiscriminatory care.
- ❖ Receive a full explanation of your diagnosis, treatment plan, and prognosis in terms you can understand in advance.
- ❖ Receive all necessary information to participate in decisions about your care and to give your informed consent before any diagnostic or therapeutic procedure is performed.
- ❖ Be informed about unanticipated outcomes of care, treatment, or services that relate to sentinel events as defined by The Joint Commission.
- ❖ Refuse treatment, except as prohibited by law, and to be informed of the consequences of your decision.
- ❖ Participate in the consideration of ethical issues that arise in your care.
- ❖ Care which takes into consideration your psychosocial, spiritual, and cultural values in a language you understand.
- ❖ Expect that your personal privacy will be respected by all staff members.
- ❖ Talk in confidence with health care providers and to have your health care information protected in accordance with the requirements of state and federal law.
- ❖ Know the names and positions of people involved in your care by official nametag or personal introduction.
- ❖ Ask and receive an explanation of any services, unit charges and billing processes used by the Center even if they are covered by insurance. Receive a copy of the Center's Sliding Fee Scale Policy.
- ❖ Obtain another clinical opinion prior to any procedure.
- ❖ Request a copy of your medical records. A written authorization may be required and there may be a charge for the copies in accordance with Center's policies and procedures and Connecticut law. The Center has up to 30 days to comply with an authorization.
- ❖ Review under supervision by a Center staff member any medical records created and maintained by the Center regarding your care and treatment.
- ❖ Have your guardian, next of kin or legally authorized responsible person exercise your rights for you if you have been medically or legally determined to be unable to participate yourself.
- ❖ Involve the family in care, treatment, or services decisions to the extent permitted by the patient or surrogate decision-maker.
- ❖ Be made aware of advance directives and to know how the Center will respond to such advance directives.
- ❖ Refuse to participate in research.
- ❖ Submit complaints or offer suggestions to improve services without discrimination or reprisal to the Center, The Joint Commission (patientsafetyreport@jointcommission.com), or the Commissioner of the Connecticut Department of Public Health (860.509.7100).
- ❖ Expect reasonable notice if the Center's relationship with you is to be altered or terminated.

YOU ARE RESPONSIBLE FOR:

- ❖ Treating staff and other patients with respect and consideration.
- ❖ Providing accurate and complete information about yourself and your health history, and regarding your relationship to the patient, if you are not the patient.
- ❖ Providing the necessary information to complete your health file.
- ❖ Maintaining optimal health and following treatment plans and instructions for care as agreed to with your health care provider.
- ❖ Asking questions if you do not understand the explanation of your diagnosis, treatment, prognosis or any instructions provided to you.
- ❖ Payment of any charges billed to you by the Center.
- ❖ Following the policies and rules of the Center that are posted in and/or distributed to you by Center.
- ❖ Providing your provider with at least 24 hours notice when you or your family is in need of medications or a prescription.
- ❖ Arriving on time for appointments. If you are fifteen (15) minutes or more late for an appointment, we cannot guarantee your appointment.
- ❖ Calling at least 24 hours in advance of your appointment to cancel and/or reschedule.
- ❖ Supervising and maintaining the safety of your children or other minors who accompany you to the Center.