



Scenic Bluffs

COMMUNITY HEALTH CENTERS

RIGHTS AND RESPONSIBILITIES

As a patient of Scenic Bluffs Community Health Centers, you have rights.

You will not be discriminated against based on age, gender, mental or physical disability, sexual orientation, cultural, economic or educational background or religious belief.

Each patient has a right to:

- Considerate, dignified, private, confidential and respectful care.
- Professional care from clinicians and staff trained to provide you with accurate, understandable information about your health for which you are an active participant in decisions.
- Reasonable responses to your requests and assistance working with health insurance plans to ensure information is accurate and available.
 - Full information about your medical condition, appropriately documented in your medical record, available to you as federal and state law allows.
 - A fair and efficient process for resolving differences and to be informed of the Health Center's grievance procedures.
 - Be informed of advance directives and receive assistance with creation of them.

Patient Responsibilities:

- Work with staff in developing and carrying out agreed-upon treatment plans, clearly communicating your wants and needs.
 - Disclose relevant health information.
- Disclose financial information and pay for services responsibly.
 - Avoid knowingly spreading disease.
 - Show respect for other patients and health care workers.
- Be on time for scheduled appointments and cancel appointments you cannot keep.