



FAMILYHEALTH
center

YOUR RIGHTS AND RESPONSIBILITIES AS OUR PATIENT



A PARTNERSHIP CENTERED ON YOU

*As a patient of Family Health Center Center, **YOU** are the focus of all we do. We provide quality care with dignity, respect and a welcoming spirit. Family Health Center strives to be your patient-centered medical home – the first place you turn to get your health care needs met and your questions answered*

PATIENT RIGHTS

While you're a patient at Family Health Center, you have the right to:

- **Impartial access to medical care and accommodations** regardless of age, race, color, ethnicity/national origin, religion, culture, language, physical or mental disability, socio-economic status, sex, sexual orientation, gender identity or expression, or source of payment or ability to pay.
- **Receive care in a safe setting** free from any form of abuse, neglect or harassment.
- **Be treated with courtesy and respect** at all times, in all occasions and regardless of personal values, beliefs, and psycho-social and culture needs.
- **Patient support services**, including language services, compliance and customer service, conflict resolution and counsel on financial resources.
- **Be fully informed** on your diagnosis, treatment options, risks and likely outcome.
- **Make informed decisions** about the course of care before and during treatment, and to refuse a treatment plan to the

AS OUR PATIENT,
YOU DESERVE
AND WILL RECEIVE
OUR BEST EFFORTS



PATIENT RIGHTS *continued*



extent permitted by law and FHC policy, along with information on the medical consequences of refusal.

- **Disclose unexpected outcomes** of care, treatment and services.
- **Know the name, function and qualifications of caregivers** and any others involved in treatment and care.
- **Expect necessary health care services** delivered by FHC to the best of its ability. If FHC is unable to provide such care, a treatment referral or transfer may be recommended, and risks, benefits and alternatives will be explained.
- **Quick action to address pain** when you report it, with every reasonable attempt made to manage it regardless of cause or severity.
- **Know FHC's policies and practices** related to your care, treatment and responsibilities.
- **Agree to or decline to participate in proposed research studies** for any reason. Studies will be fully explained prior to your decision and will not change the commitment of FHC to providing you with quality care.
- **An Advance Directive concerning treatment**, designating a surrogate medical decision-maker or support person.

- **Receive information in the best way for you**, with respect to age, language, clarity, vision/speech/hearing/other cognitive impairments, or if English is not your primary language.
- **Privacy and confidentiality in all communications and records**, including case discussion, consultation, examination and treatment. FHC's Notice of Privacy Practices is available to you online at www.fhckzoo.com
- **Ask about relationships with FHC that may influence care**, including relationships with business, educational institutions, other health care providers and payers, including whether the Medicare assignment rate is accepted.
- **A reasonable estimate of charges** for medical care at your request before treatment.
- **An itemized bill** and explanation of charges at your request.
- **Voice your concerns** without fear of discrimination. If you would like more information about our patient comment system to share a complaint or a compliment, please see the front desk

PATIENT RESPONSIBILITIES

While you're a patient at Family Health Center, you have the responsibility to:

- **Provide accurate, complete information** about your health, including past illnesses, hospitalizations, medications, dietary supplements (vitamins, herbal medications, etc.), allergies or negative reactions to medications, and any other health-related matters.
- **Take part in decision-making** and accept responsibility for requesting additional information or clarification about your health, treatment and plan of care.
- **Tell your caregiver about pain or unexpected changes** in your condition so that these can be addressed following your treatment or keeping appointments.
- **Accept responsibility for your outcome** and any consequences if you choose not to follow your provider's recommendations.
- **Identify someone to take charge of your care** if you become unable to speak for yourself. This may be a family member, friend or other person who agrees to serve as your surrogate.
- **Follow instructions, policies rules and regulations** that exist to assure quality care for patients and a safe environment for all.
- **Respect others** by maintaining civil language and being considerate of others.
- **Meet your financial commitment** by providing necessary information for insurance claims and working with FHC to arrange payment.



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