



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

Agree to or decline to participate in proposed research studies for any reason. Your decision will not change the commitment of FHC to providing you with quality care.

Receive information in the best way for you with respect to age, language, clarity, vision/speech/hearing/other impairments or if English is not your primary language.

Privacy and confidentiality in all communications and records. FHC's Notice of Privacy Practices is available to you online at www.fhckzoo.com.

Ask about reasonable estimate of charges for medical care before treatment.

Receive an itemized bill and explanation of charges at your request.

Voice your concerns without fear of discrimination.



YOUR RIGHTS
AND RESPONSIBILITIES
AS OUR PATIENT



269.349.2641
www.fhckzoo.com

A PARTNERSHIP CENTERED ON YOU

As a patient of Family Health Center, YOU are the focus of all we do. We provide quality care with dignity, respect and a welcoming spirit. Family Health Center (FHC) 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:

Access to care 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. FHC does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because the payment for those services would be made under Medicare, Medicaid or the Children's Health Insurance Program (CHIP).

Receive care in a safe setting free from abuse, neglect or harassment.

Be treated with courtesy and respect at all times.

Access patient support services, including language services, customer service, conflict resolution and counsel on financial resources.

Be fully informed on your diagnosis, treatment options, risks and likely outcomes.

Make informed decisions about the course of care before and during treatment, and to refuse a treatment plan and get information on the medical consequences of refusal.

Be fully informed of unexpected outcomes of care, treatment and services.

Know the name, job and qualifications of caregivers and any others involved in your care.

Be informed of an Advance Directive concerning treatment, including how others can be given your permission to make decisions for you when you cannot.

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.

Know FHC's policies and practices related to your care, treatment and responsibilities.



PATIENT RESPONSIBILITIES

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

Provide accurate, complete information about your health.

Take part in decision-making about your health care.

Tell your caregiver about pain or unexpected changes in your condition.

Accept responsibility for your health 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 assure quality care and a safe environment for all.

Respect others by not using profanity and being considerate of others.

Meet your financial commitment by providing necessary information for insurance claims and working with FHC to arrange payment.

If you would like more information about our patient comment system to share a complaint or a compliment, please see the front desk.