

RIVER HILLS COMMUNITY HEALTH CENTER
PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

You have the right to:

1. Receive quality healthcare services regardless of your age, race, ethnicity, religion, national origin or culture, language, physical or mental disability, sex, sexual orientation, gender identity, military veteran status, marital status or socio-economical status.
2. Access treatment and services within the capability and mission of River Hills Community Health Center as provided in its policies and in compliance with current laws and regulations.
3. Be treated with compassion, courtesy, dignity and respect.
4. Have your questions answered.
5. Know the names and professional titles of the River Hills Staff who provide services to you.
6. Request the choice of providers according to your healthcare needs, subject to provider availability.
7. Have privacy during all clinic visits. You may refuse observation of services by anyone not directly involved in your care.
8. Confidentiality of your medical records. We will not release your medical records or any information about your health or your healthcare without your signed written consent, except when required by law.
9. Receive accurate information in words you can understand concerning your diagnosis, treatment and plan of care. You have the right to know any possible risks involved in any procedures and treatments. When it is not medically advisable to give you such information, it will be made available to an appropriate person that you designate.
10. Receive the information necessary to enable you to give informed consent prior to any treatment or procedure.
11. Refuse treatment, as allowed by law. You also have the right to be told what will happen to you medically if you refuse care.
12. Be an active participant in decisions related to your healthcare treatment plan, except when such participation is contraindicated for medical reasons. If you cannot fully participate in treatment decisions, you have the right to be represented by your parents, guardians, family members, or others as allowed by law.
13. Receive health education that is specific to your needs.
14. Receive medical evaluation, service and/or referral as indicated by the urgency of your situation.
15. Refuse to take part in any research projects.
16. Review and request copies of your own medical records as provided in River Hills' policies and as permitted by law.
17. Request amendments to your medical records as permitted by law.
18. Express, verbally or by letter, any recommendations, questions, concerns or complaints regarding services provided by River Hills.
19. Have language interpreters available at no cost to you.
20. Have your billing and charges explained to you.

You are responsible to:

1. Be honest with all River Hills' staff.
2. Treat River Hills' staff and other patients with courtesy, dignity and respect.
3. Take responsibility for following River Hills' policies regarding patient care and patient conduct.
4. Respecting the right of privacy of others. You are not permitted to either audio or video record while on the River Hills' premises without the express consent of your provider.
5. Come for your appointments in a clean and well groomed condition.
6. Dental patients are expected to arrive for their appointments with freshly brushed teeth.
7. Provide to your healthcare provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to your health.
8. Work together with your care provider in developing and carrying out treatment plans.
9. To follow medical advice, treatment, and drug instructions and to inform your provider if you have chosen not to follow that advice.
10. Become involved in specific decisions about your care.
11. Report unexpected changes in your condition to your healthcare provider.
12. Take responsibility for developing health habits, such as exercising, not smoking and eating a healthy diet.
13. Follow instructions that you and your healthcare provider have agreed upon.
14. Take responsibility for your actions if you refuse treatment or do not follow the healthcare provider's instructions.
15. To ask questions when you do not understand what you have been told about your care or what you are expected to do.
16. Avoid knowingly spreading disease.
17. Report wrongdoing and fraud to the River Hills Compliance Officer or other authorities.
18. Become knowledgeable about your insurance plan (any), including all covered benefits, limitations, and exclusions.
19. Paying your bills or making arrangements with River Hills' business office staff to meet your financial obligations in a timely manner.
20. Provide accurate information about your current address, telephone number, and income and family size as well as insurance information when applicable.
21. Be on time for your appointment, confirming or canceling in a timely manner any appointments you are unable to keep.
22. To keep the River Hills campus tobacco and smoke free.