



Your Rights and Responsibilities

You Have the Right ...

To considerate and respectful care.

- If you have religious or cultural beliefs that may affect your care, please tell us so we can try our best to respect them.

To be involved in your care.

- We should give you complete and up-to-date information about your diagnosis, treatment, and likely health outcomes. We should communicate with you in ways that you understand. If there is ever a time when we cannot share the information with you, we will communicate with a legally-authorized person or with someone you choose.
- You should participate in decisions involving your health care, unless concerns for your health make that unwise. Your health care provider can give you information and help you to make informed decisions before any procedure or treatment.
- You may refuse treatment (to the extent permitted by law). Your provider will explain the medical consequences of refusing recommended treatment.

To protection of your privacy.

- You can expect that all communications and records about your health care will be treated as confidential.
- You may ask for information about the relationship of Family Health Centers to other health care and educational institutions involved in your care.
- You may decide who will go into an exam room with you and who can know about your health.
- You may ask for help creating important papers to make sure your wishes are followed – Advanced Directives like Living Wills or Health Care Surrogates.

To get help with your billing claims.

- You may ask for an explanation of your bill.

To share a complaint.

- Speak to a Front Office Manager or Nursing Supervisor. For difficult problems, call the Patient Ombudsman at 502-772-8589. We will respond to your complaint as promptly as we can.
- If you have a concern about patient safety, you may contact the Joint Commission at (800) 994-6610 or by email at complaint@jointcommission.org.
- If you believe you have been discriminated against by a health care provider because of: race, color, national origin, age, sex, disability or religion, you may file a complaint with the HHS Office of Civil Rights: Phone: 1-800-368-1019 (Voice); 1-800-537-7697 (TDD) E-Mail: OCRComplaint@hhs.gov.

You Have the Responsibility ...

To be considerate and cooperative with Family Health Centers staff and fellow patients.

- Share opinions, concerns, or complaints in a constructive manner.

To be involved in your care.

- Ask questions.
- Make sure you understand your illness, your medicines, and your care plan.
- Take notes or have someone come with you to appointments to help you remember everything.
- Make sure you have all of the information you need before you agree to a procedure or a treatment.
- Follow the advice of your health care team. Think carefully about the medical consequences of refusing treatment.

To schedule and keep appointments.

- Always call for an appointment. See inside front cover for phone numbers.
- Arrive at Family Health Centers on time for scheduled visits.
- Call to notify Family Health Centers if you are going to be late.
- If you know that you cannot make it to an appointment, please call us 24 hours before the appointment (or more) to cancel it.

To share honest and up-to-date information with us.

- Information for your medical record needs to be complete and accurate.
- Health care providers can help you more when you are honest with them.

Get Involved!

If you have ideas about how we can provide better health care and health education, join our Healthy Ideas (HI!) Group. Call 772-8588. Patients are also represented on FHC's Board of Governors. Let us know if you are interested in this kind of leadership role.

