**PATIENTS RIGHTS & RESPONSIBILITIES**

- You have a right to considerate and respectful treatment.

- You are responsible for conducting appropriate to a health clinic or visitor. You may not verbally or physically abuse the health center personnel or property.

- You have a right to be seen at a time as close to your appointment as is possible; understanding that the needs of other patients must also be met.

- You have a right to seek care at the Community Health Center; you will not be refused primary medical treatment because of your financial situation, unless you have demonstrated poor faith within your ability to pay. You have the responsibility to provide accurate proof of your financial situation if you desire reduced charges.

- You have the right to examine and receive an explanation of your bill, regardless of source of payment.

- You have a right to have all physical examinations, interviews, and discussions take place privately and to have all communications and records about your care handled confidentially.

- You are responsible for giving truthful information regarding appropriate questions offered by the Community Health Center staff.

- You have a right and a responsibility to question your provider about anything you do not understand about your care.

- You have a right to know the names and levels of training of all doctors and other providers who take care of you.

- You have a right to an understandable explanation of what is wrong with you, what tests and treatments are planned, and what risks are involved. If any tests or treatments, not in common use, are planned for you, then you have a right to be informed and asked for your consent. The Community Health Center does NOT perform any unproved forms of treatment.

- Every patient has the right to offer concerns or complaints about his/her health care received or Community Health Centers policies, to the Administration of the Community Health Center or to a member of the Board of Directors. This is done through the supervisor of the unit in which you have your concern or complaint.