

Patient's Bill of Rights and Responsibilities

The Patient's Bill of Rights and Responsibilities have been adopted to promote quality care with satisfaction for patients, families, providers and staff, regardless of race, color, religion, sex, age, national origin, physical or mental disability, veteran status and/or the ability to pay. The physicians and staff at Mountainlands Community Health Center are committed to providing quality health care and maintaining dignity and integrity of our patients.

AS A PATIENT, YOU HAVE THE RIGHT:

- To be treated with dignity and respect.
- To be provided assistance in a prompt, courteous and responsible manner.
- To complete privacy and confidentiality.
- To seek a second opinion.
- To seek specialty care.
- To obtain care from other clinicians within the primary care medical home.
- To information regarding your diagnoses, evaluation, treatments and prospects for recovery in terms you can understand.
- To understand the medications prescribed for you, what they are, what they are for, how to take them properly and what the possible side effects are.
- To be informed of the costs associated with your treatment upon request.
- To participate in decisions involving your health care, including information about any proposed treatment or procedure in order to give informed consent.
- To know the names, titles and qualifications of all who provide your care.
- To express a complaint about Mountainlands Community Health Center and/or the quality of care you have received and to receive a response in a timely manner.
- To initiate the grievance procedure without fear of reprisal, which includes the right to a fair hearing, if you are not satisfied with MCHC's decision regarding any complaint.
- To review and obtain a copy of your medical record, subject to state law and MCHC's policies and procedures.
- To participate in the development of your plan of care in a language you can understand and to have a designated representative involved.
- To reasonable access to care within MCHC's scope of services, it's stated mission and applicable laws and regulations.
- To refuse treatment to the extent permitted by law.
- To participate in the consideration of ethical issues that arise in your care.
- To be informed of medical consequences and risks of your decision to refuse treatment.
- To formulate an Advanced Directive.
- To designate a surrogate decision maker, i.e. your guardian, next of kin, or legally authorized responsible person.
- To care which takes into consideration your psychosocial, spiritual, and cultural values.
- To appropriate assessment and management of pain.



PATIENT RESPONSIBILITIES:

- To know the benefits and exclusions of your health plan coverage.
- To respect the rights, property, and environment of all MCHC health care providers, employees, and patients.
- To provide MCHC with complete and accurate information about all present and past health matters and report all unexpected changes in your condition.
- To clearly understand a prescribed course of treatment and comply with the treatment plan agreed upon by you and your physician.
- To keep your appointments and, if unable to do so, to notify the office as soon as possible or pay the no-show payment.
- To pay all applicable co-payments at the time of service.
- To express your opinions, concerns, or complaints in a constructive manner to the appropriate people.
- To remember to notify us in a timely manner of changes in family size, address, phone number or insurance company status.
- To cooperate with all persons providing your care and treatment.
- To try to understand and follow instructions concerning your treatment and ask questions if you do not understand or need an explanation.
- To be responsible in your payment for treatment and to be cooperative and timely in providing insurance and eligibility information.