

PATIENT AND CENTER RIGHTS AND RESPONSIBILITIES

September, 2013



Welcome to the Brownsville Community Health Center (BCHC). Our goal is to give quality health care to qualified persons in this community, regardless of their ability to pay. If BCHC is accepting new patients, then you may be eligible to become our patient. As a patient, you have rights and responsibilities. BCHC also has rights and responsibilities. We want you to know these rights & responsibilities. Ask us questions you might have.

Human Rights:

1. You have a right to be treated with respect and dignity. This right is in spite of race, religion, sex, national origin, sexual orientation, political affiliation, or ability to pay for services.

Payment For Services:

2. You are responsible for giving us the right information about your present financial status and any changes in your financial status. We need this information to decide how much to charge you and/or to bill your private insurance, Medicaid, Medicare, or other benefits for which you may be eligible. If your income is less than the federal poverty guidelines, you will be charged a discounted fee.

3. You have a right to get a full report of your bill from us. You must pay, or arrange to pay, all agreed fees for medical and/or dental services that fall under Medical Necessity. If you cannot pay right away, please let us know so we can give you care now, and work out a payment plan.

4. Federal law forbids us from denying you primary health care services, which are medically necessary, solely because you cannot pay for these services.

Privacy:

5. You have a right to have your meetings, examinations, and treatments in privacy. Your medical records are also private. Only legally authorized persons may see your records unless you ask us in writing to show them to others. The Notice of Patient Privacy Rights gives you, in detail, the many rights granted to you by the Health Insurance Portability and Accountability Act (HIPAA). You will be asked to sign that you have received a Notice of Patient Privacy Rights.

Health Care:

6. You are responsible for giving us complete and current information about your health or illness, so that we can give you proper health care. You have a right, and are encouraged, to take part in decisions about your treatment. If you have pain, you have the right to having your pain identified and managed correctly.

7. You have a right to information and explanations in the language you normally speak and in words that you understand. You have a right to information about your health or illness, treatment plan (including risks) and expected outcome, if known. You also have the right to information regarding Advance Directives. If you do not wish to receive this information, or if it is not medically advisable to share that information with you, we will provide it to a legally authorized person.

8. You are responsible for using our services correctly, which includes following our staff's instructions, making and keeping scheduled appointments, and asking for a "walk in" appointment only when you are ill or are in pain. We may not be able to see you if you do not have an appointment. Before we deny you a "walk in" appointment, you will get a triage

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evaluation by one of our staff. If you cannot follow the staff's instructions, please tell us so we can help you

9. If you are an adult, you have a right to refuse treatment to the extent permitted by law and to be told of the risks of refusing such care. You are responsible for the result of refusing treatment.

10. You have a right to health care and treatment that is reasonable for your condition and within our capability. You have a right to be transferred or referred to another facility for services that we cannot provide. But, we do not pay for services that you get somewhere else. BCHC is not an emergency care facility.

Center Rules:

11. You have a right to information on how to correctly use services at BCHC. You are responsible for using the Center services in a proper manner. If you have questions, ask us.

12. You are responsible for the control of children you bring with you to the Center. You are responsible for their safety and the protection of clients and our property.

13. You have a responsibility to keep your scheduled appointments. Missing scheduled appointments causes delays in treating other patients.

Complaints:

14. If you are not happy with our services, please tell us. We want suggestions so we can improve our services. We will tell you how to file a complaint. Please ask to speak to a Supervisor in Customer Service, Social Services, Nursing, or Operations/Administration. If you do not feel comfortable making a complaint in person, you may call 548-7467 and speak to the Social Services. If you feel that your privacy rights have been violated, ask to speak to our Privacy Officer at 548-7498.

15. If you complain, we will not criticize you (or do any other negative thing against you) for filing a complaint. We will continue to provide you services.

16. If you are not happy with how we took care of your complaint, you may complain to the Board of Directors.

Termination:

17. If we decide that we must stop treating you as a patient, you have a right to advance notice that explains the reason for the decision. We can decide to stop treating you immediately. We will tell you if and when you have created a threat to the safety of the staff and/or other clients. You have a right to receive a copy of BCHC's "Dismissal of Patients from Practice" policy. If we have given you a certified dismissal letter, you have the right to appeal the decision to the Board of Directors. Unless it is a medical emergency, we will not continue to see you as a patient while you are appealing the decision.

Reasons for which we may stop seeing you include:

- A) Failure to obey our rules, such as keeping scheduled appointments
- B) Intentional failure to report accurately your financial status
- C) Intentional failure to report accurate information concerning your health or illness
- D) Intentional failure to follow the health care program, as instructed about taking medications, personal health practices, or follow-up appointments, as recommended by your provider, and/or
- E) Creating a threat to the safety of the staff and/or other clients