

Sixteenth Street Community Health Centers

Patient Rights and Responsibilities

As a patient of Sixteenth Street Community Health Centers

You have the right:

To Quality Care

Efficient, economical and quality care at professional standards provided with an emphasis on safety.

To Respectable Treatment

Courteous, and considerate treatment will be provided at all times. We will respect your personal dignity and your personal beliefs and values. We will not discriminate in the provision of services to you based on your ability to pay, or because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP); economic or educational status; the color of your skin; your cultural, spiritual, psychosocial background; your national origin or sexual orientation or gender identification.

If you have a complaint about your care or treatment you have the right to make that complaint to the clinic Safety Officer, Privacy Officer, directly to HRSA (<https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>), or to The Joint Commission ((630-792-5800). You will not face retaliation for your complaint, and you can complain anonymously, if you prefer.

To Be Involved in your Health Care

You have the right ask questions to be able to understand diagnosis, treatment, prognosis and possible need for future treatment. You have the right to full disclosure of health information and available options about the proposed treatment plan or procedure. This will enable you to refuse any procedure or treatment to the extent permitted by law. Sixteenth Street offers assistance to patients who want to issue advance directives about their health care. It is the patient's responsibility to notify Sixteenth Street if they already have issued advance directives and to supply a copy to the clinic.

To Access to your Health Information

You have the right to access and possess copies of your health information (medical records) after your written permission is obtained. A reasonable fee may be required. You also have the right to request amendment to your health information records. Please refer to the Sixteenth Street Community Health Center's Notice of Privacy Practices for further information on your Health Information Rights.

To Privacy

You have the right to confidentiality in handling communications, case discussions, consultations, examinations and records pertaining to your care. These services are conducted discreetly and will not be shared except through authorized legal disclosure. You have the right to privacy while receiving services or treatment and to request an accounting of any disclosures made. If you have a specific or sensitive health concern or issue, you may contact our social services department for additional assistance. Please refer to the Sixteenth Street Community Health Center's Notice of Privacy Practices for further information on your Health Information Rights as well as how we may use and disclose your information.

To Continuity of Care

You have the right to reasonable continuity of care that recognizes current and future treatment needs. You have the right to receive instruction on how such care may be obtained, knowing the name of your current provider and receiving information in advance the time(s) of an appointment as well as the provider delivering future service or care.

To Information about Financial Changes

You have the right to receive information about charges for which you will be responsible and explanations of your bill regardless of source of payment. Minimum reasonable fees may be required.

You have the responsibility:

To Show Respect and Consideration

You have the responsibility to value your health and keep all appointments. Please notify the clinic in person or by phone by calling receptionist at least two hours prior to your scheduled appointment if you cannot keep the appointment. Sixteenth Street reserves the right to dismiss patients who no-show for appointments.

To Follow Rules and Regulations

You have the responsibility (for yourself and any minors in your charge) to be considerate and respectful of other patients and clinic staff and their property. This includes obeying clinic rules and regulations affecting patient care, conduct and public health by assisting with control of noise, and refraining from smoking, eating and drinking while in the clinic, respecting the privacy of others.

To Maintain Reasonable Expectations

You have the responsibility (for yourself and any minors in your charge) to be considerate and respectful of other patients and clinic staff and their property. This includes obeying clinic rules and regulations affecting patient care, conduct and public health by assisting with control of noise, and refraining from smoking, eating and drinking while in the clinic, respecting the privacy of others.

To Report Information

You have the responsibility to give your provider correct and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. It is your responsibility to report changes in your health conditions to a provider, nurse or other clinical personnel.

Additionally, you have the responsibility to notify clinic staff of any changes to your contact information (address, phone number, insurance status) or special needs that you have such as translation assistance or legal guardian requirements that may be needed for your treatment or the treatment of minors or dependent patients in your care.

To Ask Questions

You have the responsibility to become informed and knowledgeable about your body in health and disease. Tell your provider, nurse, or other person caring for you if you do not understand the care, treatment or service that is being provided and what is expected of you.

To Follow Care Instructions and Accept Consequences

You have the responsibility, following the informed consent and decision making process, to follow the care instructions of the providers, nurses, and other persons treating you, to implement and follow through on treatment plans as prescribed and to accept the consequences if you refuse treatment or do not follow instructions.

To Protect your Health

You have the responsibility to be informed concerning preventive health measures, to begin appropriate health behavior, and to seek help at the earliest signs of illness.

To Meet Your Financial Obligation

You have the responsibility to accept and meet financial obligations incurred by making prompt payments for services provides, including copayments, deductibles and any other covered charges. You are also responsible for complying with Sixteenth Street Community Health Center's financial screening guidelines and requesting information about payment options.

*If you do not understand or need help understanding your rights and responsibilities,
please contact a staff member.*

