

RIGHTS:

- To be treated with respect, dignity and the need for privacy.
- Not be discriminated against in the delivery of health care services based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.
- To have services provided in a culturally competent manner, with consideration for patients with limited English proficiency or reading skills, and those with diverse cultural and ethnic backgrounds as well as visual or auditory limitations.
- To refuse care from specified providers.
- Participate in decision-making regarding his/her health care.
- Have access to review his/her medical records in accordance with applicable Federal and State Laws.
- Have the right to request to amend or correct his/her medical records in accordance with applicable Federal and State Laws.
- To freely exercise these rights and that the exercising of these rights will not adversely affect the treatment.
- Speedy complaint resolution.
- Access to emergency services.

RESPONSIBILITIES:

- Providing, to the extent possible, information needed by staff for his/her health care.
- Following instructions and guidelines given by providers providing health care.
- Knowing the name of his/her Primary Care Physician.
- Arriving for appointments on time.
- Notifying the provider in advance when it is not possible to keep an appointment.