

FAMILY MEDICAL CENTERS

Just like family, we'll take care of you

PATIENT BILL OF RIGHTS

1. Family Medical Centers strive to provide comprehensive, quality healthcare in a spirit of personal caring, safety and concern. In an effort to accomplish this goal, we believe that you, as our patient, and/or your significant other have the responsibility to make decisions regarding your healthcare and have the right to:
 - Receive impartial access to treatment. Treatment will be provided to our patients without regard to sex or cultural, economic educational or religious backgrounds, or source of payment.
 - Have cultural and personal values, beliefs and preferences respected.
 - Be treated by medical and non-medical staff with consideration, dignity and respect, in a safe environment that is free from all forms of abuse, neglect, harassment and/or exploitation.
 - Access protective and advocacy services or have these services accessed on your behalf.
 - Examine and receive an explanation of your bill regardless of source of payment.
 - Information regarding which office rules and policies apply to your conduct while you are a patient.
 - Receive appropriate assessment and management of pain.
 - Receive treatment which is appropriate and complies with the standard of care in the community.
 - Receive reasonable continuity of care.
 - Be informed of continuing healthcare treatments and requirements.
 - Selecting your primary care clinician.

PATIENT BILL OF RIGHTS HANDOUT (continued)

- Have knowledge of the name of the physician who has the primary responsibility for coordinating your care and the names of other physicians and non-physician staff who are involved in your treatment.
- Seek a second opinion and to seek specialty care.
- Receive information from your physician about your illness, course of treatment, outcomes of care (including unanticipated outcomes), and your prospects for recovery in terms that you can understand to allow for effective communication.
- Participate in the development and implementation of your care and actively participate in decisions regarding your medical care. To the extent permitted by law, this includes your right to request or refuse treatment.
- Obtain from your physician information concerning current diagnosis, treatment plan (including risks and benefits), alternate plans and prognoses in order to give informed consent or refuse treatment. In the event that you choose to refuse treatment, you have the right to be informed of the medical consequences of that decision. Upon refusal of prescribed treatment, a negative consent form will be provided for your signature.
- Be advised if the medical practice or your physician(s) propose to engage in or perform human experimentation affecting your care. You have the right to refuse to participate in such research projects. Your refusal to participate or your choice to discontinue participation in research, investigation and/or clinical trial will not compromise your access to care, treatment and services. Should you choose to participate in research, investigation and/or clinical trials, you have the right to full support and respect of all of your patient rights, including the right to a full informed consent process as it relates to the research, investigation and/or clinical trial. All information that is given to you as a participating subject will be contained in the medical record or research file, along with all consent forms.
- Formulate advance directives regarding your healthcare, and have office staff and practitioners who provide care in the office comply with these directives (to the extent provided by state laws and regulations).
- Be informed that all information concerning your medical care and records will be treated in a confidential manner. Written permission will be obtained from you, or the person who has legal responsibility to make decisions for you, before medical records are released to anyone not directly related and/or involved in your care.
- Access information contained in your medical record within a reasonable time frame, including access to disclosures of protected health information in accordance with law and regulations.
- Receive a response to any reasonable request for service.
- Be informed that a multidisciplinary group of healthcare professionals provide patient and family education programs.

PATIENT BILL OF RIGHTS HANDOUT (continued)

- Have all of your patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.
- Be aware that the Family Medical Centers are committed to high standards of care, safety and hospitality for patients and their families.