

ARROYO VISTA FAMILY HEALTH CENTER

PATIENT RIGHTS

Quality of Care

You have the right to quality care and to be treated in a respectful, courteous, considerate and dignified manner.

Economy of Care

You have the right to receive efficient, economical care in an environment that respects your personal dignity, cultural values, religious background and sexual orientation.

Access to Care

You have the right to reasonable access to care. You have the right to receive information in a manner you understand.

Access to Information

You have the right to access medical information and to be able to understand your diagnosis, treatment, and prognosis. You have the right to receive an explanation of your bill regardless of source of payment. You have the right to access, and possess copies of financial records. You have the right to be informed about the programs, functions and services of your Primary Care Medical Home.

Medical Records

You have the right to access and possess copies of your medical records after your written permission is obtained (a reasonable fee may be required). Your medical information will not be released without your authorization except as requested or permitted by law.

Informed Consent

You have the right to full disclosure of all your health information such as available options about your proposed treatment plan, risks, alternatives, benefits and procedures. This information will enable you to fully understand your care and to refuse any procedure or treatment to the extent permitted by law. Patients have the right to refuse a medical student observer. You have the right to give or withhold consent to produce or use recordings, films, pictures, or other images of yourself for purposes other than your care.

Privacy

You have the right to privacy while receiving services or treatment. You have the right to confidentiality. Your case discussions, consultations, examinations and records pertaining to your care are confidential.

Continuity of Care

You have the right to reasonable continuity of care. You have the right to know in advance the time of an appointment as well as the physician providing your care. You have the right to receive instruction on your current health care, treatment and any plans for further needs.

Participation of Care

You have the right to participate in all decisions involving your medical care and treatment, including ethical and sensitive issues which may arise. You have the right to select your primary care clinician. You have the right to know the credentials and educational background of individuals in the role of primary care clinician.

Second Opinion

You have the right to a second opinion as per the California Code Health and Safety Code Article 6, section 1383.15.

Grievances and Complaints

You have the right to report a complaint at the time of the occurrence in a timely fashion to the appropriate supervisor.

Advance Directive

You have the right to have an advance directive (such as a living will, health care proxy, or Durable Power of Attorney for Health Care) concerning your treatment. You have the right to choose a person to make medical decisions for you if you are unable to do so with the expectation that the clinic will honor the intent of that directive to the extent permitted by the law and clinic policy. All patient rights apply to the person who may have legal responsibility to make decisions regarding your medical care.

Pain Assessed

Patients have the right to have their pain assessed.

Safety

You have the right to feel safe in the environment in which care was rendered.

PATIENT'S RESPONSIBILITIES

Courtesy

You have the responsibility to value your health and keep all appointments. You should notify the receptionist when possible if you cannot keep an appointment.

Consideration and Respect

You have the responsibility to be considerate and respectful of other patients and clinic staff by obeying clinic rules and regulations affecting patient care, conduct, and public health. This responsibility includes your assistance with noise control, refraining from smoking, eating, and drinking while in the clinic.

Reasonable Expectations

You have the responsibility to recognize that the types and length of illnesses may vary, and that even with the best available care, outcomes may not always be satisfactory but reasonable.

Information Reporting

You have the responsibility to give the physician correct and complete information about present complaints, past illnesses, hospitalizations, and medications. You have the responsibility to inform the physician or nurse of changes in your condition or other matters relating to your health.

Education

You have the responsibility to become informed and knowledgeable about your health. You also have the responsibility to tell your physician, nurse, or other person caring for you if you do not understand what they are doing or what is expected of you.

Follow Through

You have the responsibility, after participating and agreeing to your treatment plan, to follow the instructions of the physician, nurses, and other persons treating you. You are also responsible for the implementation and follow through on your treatment plans and to accept the consequences if you refuse treatment or do not follow instructions.

Preventions

You have the responsibility to be informed of preventative health measures, to begin choosing appropriate healthy behaviors and to seek help at the earliest signs of illness.

Financial Obligation

You have the responsibility to accept and meet financial obligations incurred within the limits of your income.