



Primary Health Solutions Patients' Bill of Rights

As a Patient, you have the right:

- ❖ To safe, considerate and respectful care, provided in a manner consistent with your beliefs.
- ❖ To receive quality medical and dental care regardless of your age, sex, religion, national origin, sexual preference, disability, health status or ability to pay.
- ❖ To be treated with respect by all Primary Health Solutions personnel.
- ❖ To know the clinician responsible for coordinating your care.
- ❖ To receive complete information about diagnosis, treatment, and prognosis from the clinician in terms that are easily understood.
- ❖ To expect that all communications and records pertaining to your care will be treated as confidential to the extent permitted by law.
- ❖ To be seen in a safe and clean environment.
- ❖ To have special needs met, such as an interpreter to help with communication.
- ❖ To appoint a person to make health care decisions on your behalf in the event you lose the ability to do so.
- ❖ To make advance directives regarding your medical care and have them honored.
- ❖ To file a complaint about your care without fear of penalty, to have your complaint reviewed, and when possible, resolved.

Your Responsibilities as a Patient:

- ❖ To provide, to the best of your knowledge, complete information about your symptoms, past illnesses, medications and other matters relating to your plan of care.
- ❖ To schedule and keep doctor/dentist appointments, or call to cancel your appointment if you cannot be there.
- ❖ To notify the Health Center of any changes in address, family members or insurance coverage (provide a current copy of insurance card).
- ❖ To pay co-pay at the time of visit.
- ❖ To ask questions when you do not understand explanations about your care or services.
- ❖ To be responsible for your actions if you refuse treatment or do not follow your physician's/dentist's instructions.
- ❖ To be courteous and considerate of the Health Center personnel and other patients.