

JPCHC patients are encouraged to read this document to understand their rights and responsibilities as a patient. If you have any concern about your rights or responsibilities, please ask any staff member to contact the JPCHC Chief Executive Officer for assistance.

Patient Appointment Responsibilities

1. Confirm your appointment at least one (1) day by text or phone.
2. Arrive to your appointment on time – preferably 15 minutes early.
3. Notify the clinic when you will not be able to come to your appointment by text or phone.
4. If you are running late, notify the clinic by text or phone.

Please note if you arrive late to any scheduled appointment you may need to be rescheduled. The above requests will help JPCHC to plan schedules and do their best to accommodate patients accordingly.

Patient Rights

1. Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.
2. Patients may receive services without regard to one's ability to pay; if you are unable to pay the full fee for services, a sliding fee scale is available to you. You may examine and receive an explanation of your bill of services.
3. Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.
4. Patients have the right to know of the variety of services that may be available in planning his/her treatment.
5. Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment.
6. Patients have the right to involve their relative/guardian in their treatment.
7. Patient information released to or requested from other sources requires your written consent. Patient records can be subpoenaed by court order and does not require your signature for release of information.
8. Patients have the right to review, and obtain a copy of your clinical record in accordance with JPCHC's policy.

Patient Responsibilities

1. Give full information, to the best of your knowledge, about your condition, including symptoms, medications, previous health, etc.
2. Provide accurate contact information
3. Provide accurate insurance/financial information
4. Provide accurate emergency contact information
5. Ask questions if you do not clearly understand information or instructions about your care and treatment.
6. Follow the treatment plan coordinated by your provider.
7. Pay your bill on time and in full.
8. Ensure that payment for your care is made promptly and in full.
9. Understand your insurance coverage and its limits and any added financial responsibilities you may have.
10. Follow JPCHC rules and regulations.
11. Be considerate of and respectful to your caregivers, other patients and visitors to the health center.
12. Not have or use alcoholic beverages or "recreational" drugs in the health center.
13. Not have firearms or other weapons in the health centers.

JPCHC Responsibility

1. JPCHC is required by the Abused and Neglected Child Reporting Act to report any suspected incidents of neglect or abuse. JPCHC also has the ethical obligation to report suspected maltreatment of senior citizens or adults.
2. If at any time patients present a clear and present danger to yourself or to others, JPCHC's staff may release information that is required to protect you or others.
3. JPCHC may restrict or terminate delivery of services to patients who have been evaluated and determined as posing a serious physical threat to staff or others.

Your comments and concerns are important to us:

We want to hear from you regarding your satisfaction with our care and services, as well as

suggestions for improvement. All information is used to support our efforts to **continually improve the quality** of your care and safety. Should you have a concern that is unresolved, please contact the patient experience department of Jane Pauley Community Health Center.

Approved: Marc Hackett
Marc Hackett
Chief Executive Officer

Date: 7/25/2023