

Patient Bill of Rights

Your Rights

- You cannot be discriminated against on the basis of income, race, color, national origin, sex, marital status, height, weight, arrest record or handicap.
- You will be treated with courtesy and respect in a culturally sensitive way by all Health Center staff.
- All information is confidential.
- For your privacy, you may want to ask others to wait in the waiting area for you.
- You will receive the best possible care and have other options for care explained to you.
- You have the right to refuse treatment. The provider may choose to notify a parent or guardian of your refusal with your knowledge but without your consent, in life threatening situations.
- You have a right to review a copy of any bills submitted to your insurance company.
- You will not be denied services because of inability to pay.
- A translator will be available to assist you if you do not speak and understand English.

You have the Right to Consent on your own behalf the following services

- Family Planning Services
- Diagnosis and treatment for Sexually Transmitted Infections
- HIV Counseling and Testing
- Pregnancy Diagnosis and Treatment
- Substance abuse referrals or information
- Mental Health Services, including referrals and short/long term counseling.

Your Responsibility

- Be on time for your appointments.
- Come with a custodial parent/legal guardian whenever possible.
- Call the Health Center at least 24 hours in advance if you are unable to keep an appointment.
- Provide the Health Center with current information on your insurance, address, name and phone for follow-up.
- Provide a complete and accurate medical history to staff.
- Advise staff if you do not understand any aspect of your treatment.
- Follow your medical provider's recommendations and advice.
- Tell us about unexpected complications that may happen during the course of your treatment.
- Be considerate of the rights and privacy of other patients.

**You and your family have the right to have your compliments, concerns and complaints be heard and addressed.
Please call CHWPLC's Compliance Officer at 937-599-1411. Thank you.**