



Patient's Bill of Rights and Responsibilities

We at First Choice Community Healthcare (FCCH) view health care as a partnership between individuals and caregivers. We respect your rights, values and dignity. We also ask that you recognize the responsibilities that come with being a patient, both for your own well-being and for your fellow patients and providers. Please read and exercise these rights and responsibilities as outlined below. Should you or your designated guardian, advocate or representative feel that at any time your rights as a FCCH patient have been violated, please contact the Health Center Manager at the site where you received services or the Patient Services Director at (505) 224-8772.

Patient Rights:

- ❑ Safe, high quality medical care without discrimination as to race, color religion, sex, national origin, disability, sexual orientation or ability to pay.
- ❑ Receive considerate, compassionate care that respects personal dignity, values and beliefs in a clean and safe environment, free of medically unnecessary or inappropriately applied restraints.
- ❑ Participate and make decisions about your care and pain management, including the right to refuse care, to the extent permitted by law. Your health care provider will explain the medical consequences of refusing recommended treatment.
- ❑ Have your illness, pain management, treatment options, alternative treatments and possible outcomes explained to you in a manner you can understand. You have the right to interpretation, as needed.
- ❑ Know the names, positions and functions of any health center staff involved in your care.
- ❑ Request that a family member and/or friend be present while you are under care with FCCH.
- ❑ Know the policies that affect your care and treatment.
- ❑ Receive complete information about what your provider believes your illness to be, what treatment he/she recommends and what he/she expects regarding your healthcare outcomes.
- ❑ Private and confidential treatments, communications and counseling, to the extent permitted by law.

- ❑ Receive information concerning your advance directives, your health care power of attorney, or your mental health advance directives and to have these directives respected to the extent permitted by law.
- ❑ Access your medical records in a reasonable time frame, as permitted by law.
- ❑ Informed of charges and to receive guidance on the possible financial resources for healthcare that may be available to you.
- ❑ Access advocacy or protective service agencies and a right to be free from abuse.
- ❑ Have your and your family's compliments and politely expressed concerns and complaints addressed. Sharing your concerns and complaints will not compromise your ability to receive treatment or services. Please contact:
 - The Health Center Manager at the site you receive services
 - Patient Services Director – 224-8772
 - If your concerns regarding patient care and safety are not addressed by First Choice Community Healthcare, you may contact The Joint Commission, Office of Quality Monitoring at 1-800-994-6610 or e-mailing complaint@jointcommission.org.

Patient Responsibilities:

- ❑ Provide, to the best of your knowledge, accurate and complete information:
 1. about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health;
 2. regarding insurance status and income documentation, as necessary and requested, in accordance with FCCH requirements; and
 3. documenting your identity, in interest of patient safety and according to FCCH requirements.
- ❑ Keep appointments. If you are unable to do so for any reason, you must notify the health center, in advance.
- ❑ Ask questions or request more information when you do not understand information or instructions.
- ❑ Follow your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your healthcare provider. You are responsible for the outcomes of not following your plan of care.
- ❑ Follow the facility's rules and regulations,
- ❑ Treat other patients, staff and property of others with respect, including polite, courteous behavior. To be considerate of the rights of other patients and health center staff, especially with regard to minimizing noise, not smoking and assuring the appropriate conduct of those who accompany you to your appointment, including children.
- ❑ Express your opinions and concerns in a polite, constructive manner to the right people, including your provider, health center staff and management/administration.
- ❑ Meet your financial obligations. First Choice Community Healthcare is *not* a free clinic.

FAILURE TO COMPLY WITH THESE RIGHTS AND RESPONSIBILITIES MAY RESULT IN DISMISSAL FROM THE HEALTH CENTER AND/OR FIRST CHOICE COMMUNITY HEALTHCARE.