



AMISTAD COMMUNITY HEALTH CENTER

PATIENT AND CENTER RIGHTS AND RESPONSIBILITIES

Welcome to Amistad Community Health Center.

Our goal is to provide high quality health care services to individuals in our community, regardless of their ability to pay. Both, Amistad Community Health Center (Center) and patients, have rights and responsibilities. It is important to understand these rights and responsibilities in order to provide the best health care experience possible. Please read the following information carefully. Please feel free to contact the Center with any questions.

Human Rights:

You have a right to be treated with respect and dignity regardless of race, religion, sex, national origin, sexual orientation, political affiliation, or ability to pay for services.

Payment for Services:

- You are responsible for providing accurate information regarding your present financial status and/or any changes to your financial status. This information is used to determine eligibility for our sliding fee scale. It is important to provide current and up to date insurance information so that the Center may submit claims appropriately. If

your income is less than the federal poverty guidelines, you will be charged a discounted fee.

- You have a right to receive an explanation of our bill. You must pay, or arrange to pay, all agreed fees for services. If you are unable to pay at time of service, this will not affect your right to treatment. Please inform front office staff so they may provide information regarding payments. ****Dental services are an exception and are provided on a prepaid basis****

- Federal law prohibits us from denying primary health care services, which are medically necessary, solely because of the inability to pay for these services.

Privacy:

You have a right to have your interviews, examinations and treatment in privacy. Your health care records are also private. Only legally authorized persons may have access to patient records unless otherwise specified by the patient/guardian, which must be submitted in writing to the Center. For a complete explanation of the patients privacy rights please refer to the "Notice of Client Privacy Rights." The Notice details the various rights granted to the patient by the Health Insurance Portability and Accountability Act (HIPAA).

Health Care:

- You are responsible for providing the Center with complete and current information about your health or illness, so that we may provide you with proper health

care. You have the right, and are encouraged, to participate in decisions about your treatment.

- You have a right to information and explanations in the language you normally speak and in words that you understand. You have a right to information about your health or illness, treatment plan (including risks) and expected outcome, if known, and information regarding Advance Directives. If you do not wish to receive this formation, or if it is not medically advisable to share that information with you, we will provide it to a legally authorized person.

- You are responsible for appropriate use of our services, which include, but are not limited to, following instructions provided by staff as well as making and keeping scheduled appointments. Walk-ins are welcome but it is **not** a guarantee of treatment. If you are unable to follow the staff's instructions, please inform the Center so appropriate measures can be made.

- If you are an adult, you have a right to refuse treatment to the extent permitted by law and to be informed of the risks of refusing such care. You are responsible for the outcome of refusing treatment.

- You have a right to health care and treatment that is reasonable for your condition and within our capability.

- You have a right to transfer or be referred to another facility for services that

the Center cannot provide. Amistad Community Health Center will **not** pay for services rendered outside of the Center. Amistad Community Health Centers is **not** an emergency care facility.

- If you are in pain, you have a right to receive an appropriate assessment and management, as necessary.

AMISTAD COMMUNITY HEALTH CENTER Rules:

- You are responsible for using Amistad Community Health Center services in an appropriate manner. If you have questions, please contact the Center.
- You are responsible for the supervision of children you bring with you to Amistad Community Health Center. Unattended minors are not permitted in the waiting room or any area of the clinic. **You are responsible for your child's safety as well as the protection of clients and Center property. The clinic staff may contact the police or child protective services if unattended children are found on Amistad Community Health Center property.**
- You have a responsibility to keep your scheduled appointments. Missed scheduled appointments cause delay in treating other patients. When you accrue your 2nd missed scheduled appointment, the Center will send to your home a "Notice of Non-Compliance Form" to make you aware of your no show/missed appointments. When you have missed your 3rd scheduled

appointment, Amistad Community Health Center may then send you a termination letter. If you wish, you may speak with the Executive Director to dispute the decision of termination. Please call the Center to schedule an appointment.

Complaints:

- If you are not satisfied with our services, please let us know. We encourage suggestions so we can improve our services. Please contact the Center, or speak to our staff, in order to file a complaint. If you are not satisfied with how the Center handled your complaint, you may submit your complaint to the Board of Directors.
- The Center shall not discriminate or retaliate against any patient for filing a complaint. The Center encourages such feedback to stimulate performance improvement measures and improve patient satisfaction.
- To file a complaint please contact the Centers Customer Service line at 361-884-2242 or you may request a complaint form from the front office staff.

Termination:

If it is determined that the Center must stop treating you as a patient, you have a right to advance notice explaining the reason for the decision. You will have 30 days to find other health care services. The Center can decide to stop treating you immediately and without notice if you have created a threat to the safety of the staff and/or other clients. You have a right to receive a copy of the

Center's termination of the Patient and Amistad Community Health Center Relationship policy.

Reasons for which we may stop seeing you include (but are not limited to):

1. Failure to obey the Center's rules, such as keeping scheduled appointments
2. Intentional failure of reporting accurate financial status
3. Intentional failure to report accurate information concerning your health or illness
4. Intentional failure to follow the health care program, such as instructions on taking medications, personal health practices, or follow up appointments, as recommended by your provider.
5. Creating a threat to the safety of the staff and/or other clients

If the Center has provided you with a notice of termination of the patient and Amistad Community Health Center relationship, you have the right to appeal the decision to the CEO. While you are appealing the Center's decision, the Center will continue treating you as a patient on an emergency basis **only**.