



El Dorado Community Health Center
Patient Rights and Responsibilities

As a patient of our Health Center, you have the right to:

- ❖ Considerate and respectful care, without unlawful discrimination
- ❖ Know the name and professional qualifications of the medical providers involved in your treatment
- ❖ Choose your medical provider(s)
- ❖ Receive accurate, understandable information regarding any proposed treatment or procedure in order to make an informed health care decision.
Information provided shall include:
 - A description of the treatment or procedure.
 - The medically significant risks involved.
 - Alternative courses of treatment or non-treatment and the risks involved in each.
- ❖ Fully participate in decisions regarding your medical care
- ❖ Confidentiality and the protection of privacy concerning your medical care program and medical records or other personal health information. you have the right to be advised as to the reason for the presence of any individual present during examinations or during discussions about your medical information.
- ❖ Access, review, and/or copy your medical records in accordance with applicable law
- ❖ Receive an itemized bill for services and an explanation of charges, including services that will be charged to your insurance, as applicable
- ❖ Have complaints or concerns reviewed in accordance with our established process, without fear of retaliation or sanction.

As a patient of our Health Center, you assume responsibility for:

- ❖ Being considerate and respectful to our staff and your fellow patients
- ❖ Providing accurate and complete information concerning your present medical concerns, past medical history, and other matters relating to your health
- ❖ Participating and working collaboratively with your medical providers in developing your treatment plan
- ❖ Making it known whether you understand your medical treatment and what is expected of you
- ❖ Following the treatment plan established by the medical providers involved in your care
- ❖ Keeping appointments and notifying the office in a timely manner if you are unable to keep an appointment
- ❖ Abiding by our policies and procedures, as well as those of any applicable insurer or government benefits program
- ❖ Providing accurate and correct demographic and financial/insurance information
- ❖ Fulfilling the financial obligations related to your treatment
- ❖ Supervising your children while in the Health Center (if a parent or guardian)