Clinch River Health Services

PATIENT RIGHTS AND RESPONSIBILITIES

YOU HAVE THE RIGHT:

- To choose Clinch River Health Services as your family health care/mental health home;
- To be treated with respect and dignity regardless of race, color, sex, religion, sexual preference, nation origin, handicap or source of payment;
- To expect quality care which takes into consideration your personal, spiritual, and cultural values;
- To received confidential treatment;
- To have access to free interpretive services if you do not speak English;
- To access information contained in your medical record;
- To expect that our healthcare providers and staff will listen to your need;
- To receive helpful and understandable information about your diagnosis, treatment, and prognosis;
- To give informed consent before the start of a procedure or treatment;
- To expect an appointment within a reasonable time frame;
- To know the cost of all procedures and services;
- To receive and understand the statement of fees for services provided;
- To report any concerns about the care you have received and to expect a response to that concern.

YOU HAVE THE RESPONSIBILITY:

- To keep your appointments;
- To notify Clinch River Health Services promptly if you need to cancel so that others may be seen in your place;
- To tell the healthcare provider accurate and complete information concerning your present complaints/symptoms, past illnesses, medications, and other matters relating to your health;
- To follow the treatment plan recommended by your healthcare provider;
- TO tell the provider if you do not understand the treatment plan and which is expected of you;
- To promptly notify Clinch River Health Services of any changes in address, phone numbers, insurance, employment, and other income, etc.;
- To pay for services provided or plan to pay;
- To help Clinch River Health Services maintain a safe, clean, and comfortable environment always by keeping voices low, silencing cellphone ringers, consuming food and beverages before entering the center and attending to children;
- To inform staff of any legal-medical information, such as Powers of Attorney, that might impact decisions about your healthcare.

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