



PATIENT RIGHTS AND RESPONSIBILITIES

We welcome you to ACCESS Family Care. It is a policy of this clinic to inform our patients of their rights and responsibilities regarding our health care services.

PATIENT'S RIGHTS:

1. To be treated with respect and consideration.
2. To know the name of the provider who is responsible for your health care and any procedure or treatment rendered.
3. To refuse treatment, as allowed by law, and to be told what might happen to you medically if this is your choice.
4. To privacy and confidentiality.
5. To expect that all conversations and written records about your care will be treated as private (except when required by law).
6. Your records are confidential. Your medical records will only be shared with your written permission (except as required by law) or for third party payment contacts.
7. You have the right to be informed of all available services at the clinic.
8. You are entitled to inquire about charges for services, including third party payment. No person will be denied medical care due to inability to pay. The Federal Government has determined the ability to pay based on Federal Poverty Guidelines. Discounts are available based on income.
9. You are encouraged to fill out a patient survey and to recommend policy changes to the clinic staff and to its governing body.

PATIENT RESPONSIBILITIES:

1. You are responsible for keeping your appointment or notifying the clinic in advance when you are unable to do so. If you are more than 10 minutes late for a medical or a dental appointment you will need to reschedule your appointment.
2. You are obligated to give accurate and current information and advise the clinic of any changes in the following:
 - Mailing Address
 - Income
 - Insurance
 - Phone Number
 - Household Size
 - Current Employer

* This information is confidential and will not be released without your written permission or as required by law. (Income verification is required yearly, along with an income verification form.)

3. Payment is expected at the time of service.
4. Adhering to the rules and regulations of the clinic regarding your conduct while using our facility.
5. Failure to adhere to the above rules and regulations may result in being discharged as a patient of our clinic.