

HealthReach Community Health Centers

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Before treatment begins, patients will be notified in writing of their rights and obligations and can start exercising those rights. The patient's legally authorized family member, guardian, or agent may also exercise their rights under certain circumstances. HealthReach Community Health Centers' (HRCHC) providers have an obligation to protect and promote the rights of their patients, and to provide services that meet ethical, professional, and legal standards. Patients have the following rights:

Dignity and Respect

HRCHC carefully adheres to all federal and state laws prohibiting discrimination based on race, color, sex, age, national origin, religion, physical, mental disability, gender identity, sexual orientation, ability to pay, or any other protected class or consideration. Furthermore, patients and caregivers have a right to mutual respect, dignity, and the right to make decisions about all aspects of their healthcare.

Patients have the right:

- To have relationships with providers that are based on honesty and ethical standards of conduct;
- To be informed of the procedure they can follow to file complaints. (To file complaints with us call either the Supervisor/Practice Manager at your HRCHC' location, or call **872-5610** and ask to speak with the Safety & Training Coordinator;
- To know what happens with such complaints;
- To voice their grievances without fear of discrimination or reprisal for having done so; and
- To know how to reach provider licensing boards and the Maine Department of Human Services.

Maine Board of Licensure in Medicine

137 State House Station – 161 Capitol Street
Augusta, Maine 04333-0137
207-287-3601

Maine Board of Osteopathic Licensure

142 State House Station. 161 Capitol Street
Augusta, Maine 04333-0142
207-287-2480

Maine Department of Human Services

Bureau of Medical Services, Licensure & Certification
35 Anthony Avenue
Augusta, Maine 04330
207-624-8090 / 1-800-452-1926

Maine Board of Dental Examiners

143 State House Station, 161 Capitol Street
Augusta, Maine 04333-0143
207-287-3333

Maine State Board of Nursing

161 Capitol Street
Augusta, Maine 04333
207-287-1133

Maine Board of Counseling Professionals

35 State House Station
Augusta, ME 04333-0035
207- 624-8626

Decision Making

Patients have the right:

- To receive understandable information about their health needs, including diagnosis and treatment options, risks and benefits associated with the options, and rights and responsibilities as a patient;
- To receive health care only after informed consent is given, except for certain emergency circumstances.
- To choose an appropriate person on their behalf when it is not medically advisable for them to have the information;
- To be advised of the name of the provider responsible for coordinating their care, and information about the provider's credentials;
- To be informed about valid medical and dental alternatives for care or treatment when they exist, or when the patient requests information concerning alternatives;
- To know the name of the person responsible for the procedures/treatment;
- To refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their action; and
- To have their wishes respected with regard to Advanced Directives for health care.

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Privacy

Patients have the right:

- To every consideration of their privacy concerning their own medical and dental care as required by law and;
- To expect that all communications and records pertaining to their care will be treated as confidential as required by law.

Financial Information

Patients have the right:

- To be informed of the extent to which Medicare, MaineCare, or any other payor may provide payment;
- To be informed of the charges that are ordinarily covered by Medicare;
- To be informed of Affordable Care Program availability and eligibility requirements;
- To be informed of the charges they may be required to pay;
- To have access, upon request, to all bills for service they have received regardless of whether the bills are paid out-of-pocket or by another party; and
- To be informed of billing and payment procedures.

Quality of Care

Patients have the right:

- To expect that HRCHC will strive to provide high quality care;
- To expect that HRCHC will make reasonable response to requests for care;
- To be given an evaluation, care, and/or referral as indicated by the urgency of the case;
- To be transferred, when medically permissible, to another facility only after receiving complete information and explanation concerning the needs for and the alternatives to such a transfer, except under emergency circumstances when a patient is unable to comprehend;
- To know of any relationship between HRCHC and other health care and educational institutions involved with their care;
- To give or withhold consent before participating in any research involving their care.
- To expect reasonable continuity of care;
- To know in advance what appointment times and physicians and dentists are available and where; and
- To be informed by their physician, dentist, or another staff member of the patient's continuing health care requirements following discharge.

Patient Responsibility

Patients have the responsibility:

- To provide complete information pertinent to their care;
- To follow the plan of care;
- To notify the provider of changes in their condition, or if an appointment needs to be changed;
- To inform providers of the existence of any changes made to Advanced Directives;
- To advise the provider of any problems or dissatisfaction with the services provided;
- To be respectful and act responsibly toward health center staff, patients, and visitors
- To carry out mutually agreed responsibilities; and
- To pay bills for care on time