

Patient Rights

1. Respectful and safe care by competent personnel;
2. Be informed of patient rights during the admission process;
3. Be informed in advance about care and treatment and related risks;
4. Make informed decisions regarding care and treatment and to receive information necessary to make those decisions;
5. Refuse care and treatment and to be informed of the medical consequences of refusing such;
6. Formulate advance directives and to have the health clinic comply with the directives unless the clinic notifies the patient of the inability to do so;
7. Personal privacy and confidentiality of medical records;
8. Be free from abuse, neglect and exploitation;
9. Access information contained in his/her medical record within a reasonable time when requested;
10. Receive health clinic services without discrimination based upon race, color, religion, gender, national origin, or payer. Health clinics are not required to provide uncompensated or free care and treatment unless otherwise required by law; and
11. Voice complaints and grievances without discrimination or reprisal and have those complaints and grievances addressed.