



## ERIE COUNTY COMMUNITY HEALTH CENTER PATIENTS' BILL OF RIGHTS

The Erie County Community Health Center adopts and affirms as policy the following rights of patients/clients who receive services from our facility.

### **This policy affords you, the patient/client, the right to:**

- Treatment without discrimination as to race, color, religion, sex, national origin, political belief or handicap. It is our intention to treat each patient as a unique individual in a manner that recognizes their basic human rights.
- Considerate and respectful care including considerations of psychosocial, spiritual and cultural variables that influence the perception of illness.
- Obtain from the person responsible for your health care complete and current information concerning your diagnosis, treatment and expected outlook in terms you can be reasonably expected to understand. When it is not medically advisable to give such information to you, the information shall be made available to an appropriate person on your behalf.
- Assessment of level of pain and treatment will be included in our holistic care of the patient.
- The patient may elect to refuse treatment. In this event, the patient must be informed of the medical consequences of this action. In the case of a patient who is mentally incapable of making a rational decision, approval will be obtained from the guardian, next-of-kin, or other person legally entitled to give such approval. The facility will make every effort to inform the patient of alternative facilities for treatment if we are unable to provide the necessary treatment.
- Privacy to the extent consistent with adequate medical care. Case discussions, consultation, examination and treatment are confidential and should be conducted discreetly.
- Privacy and confidentiality of all records pertaining to your treatment, except as otherwise provided by law or third party payment contract.
- A reasonable response to your request for services customarily rendered by the facility, and consistent with your treatment.
- Expect reasonable continuity of care and to be informed, by the person responsible for your health care, of possible continuing health care requirements, including referrals, if any.
- The identity, upon request, of all health care personnel and health care institutions authorized to assist in your treatment.
- Upon patient request, examine and receive a detailed explanation of your bill including an itemized bill for services received, regardless of sources of payment.
- Know the facility's rules and regulations that apply to your conduct as a patient.
- Any unanswered concerns on the part of patients or family relative to ethical issues can, with sufficient notice, be referred to our Compliance Committee for advice.
- Complaint or criticism will not serve to compromise future access to care at this facility. Staff will gladly advise you of procedures for registering complaints.