

**Jamestown Family Health Clinic**  
**PATIENT RIGHTS & RESPONSIBILITIES** 85.00.12

Jamestown Family Health Clinic wants you to be aware of your rights as a patient. We believe your patient rights are important and therefore we state them here for you to review. We will do everything possible to make sure that your rights are respected.

**PATIENTS RIGHTS**

**As a Jamestown Family Health Clinic patient, you have the right:**

- To be treated with courtesy, dignity, and respect by all clinic staff.
- To have your personal, cultural, and spiritual values and beliefs supported when making a decision about treatment.
- To talk about any concerns or complaints you have about your care without fear of getting poor treatment. To have your concerns reviewed and resolved in a timely manner. You have the right to be informed in writing of the response to your concerns.
- To know the name and title of your main provider and any provider who might consult of your care.
- To know the name and title of the providers' support staff.
- To know if your care involves the training of health care providers. You have the right to agree or refuse to participate.
- To receive complete and current information about your diagnosis, treatment, and prognosis in terms you can understand.

All explanations should include:

- A diagnosis, its meaning and effect on your life.
  - A description of any procedure or treatment you may receive.
  - The possible benefits.
  - The known side effects, risks, or drawbacks.
  - Other procedures or treatments that could be done.
- To an interpreter or communication aid if you do not speak English, English is your second language, or you are hearing impaired.
  - To be informed of the results of treatment; positive or negative, expected or unexpected.
  - To refuse any procedure, drug or treatment, and to be informed of the possible results of your decision.
  - To make advance treatment directives; such as Durable Power of Attorney for Health Care, Living Wills, Physician's Order for Life Sustaining Treatments (POLST), and to have caregivers follow your wishes.
  - To a safe and secure environment that is supported by infection control and free of safety hazards.
  - To request or refuse friends or family to be with you during your appointment.
  - Patients and visitors have a right not to be discriminated against because of race, color, religion, sex, age, national origin, sexual orientation, disability, source of payment, and other factors.
  - To be free from all forms of abuse; harassment, exploitation, retaliation, humiliation, and neglect.
  - To examine your bill and receive an explanation of the charges regardless of how you pay for your care.
  - To have you or your representative make informed decisions regarding your care.

**PATIENTS RESPONSIBILITIES**

At Jamestown Family Health Clinic, we want you to play an active role in your health care.

**\* No show late cancellation policy**

We reserve the right to not schedule patients who have no-showed/late canceled for three scheduled appointments with our clinic. We ask that you give no less than 24 hour notice for appointment cancelation.

**As a patient, you have a responsibility:**

- To provide complete and accurate information about your medical history and communication needs to those involved in your care.
- To take part in decisions about your care and treatment.
- To ask questions about unfamiliar practices, procedures, medication, immunizations, or treatments.
- To inform your provider, nurse, or medical assistant of any changes in your health.
- To inform someone on your health care team of any treatments or medications you take prescribed by any other provider.
- To follow your treatment plan of care.
- To be considerate of other patients and ensure that your visitors are equally thoughtful.
- To respect clinic policies and staff.
- To arrange payment methods prior to your visit
- To follow our No Pets Policy. Only Service Dogs are allowed, not Companion Animals.

**To treat all staff with respect. We have zero tolerance for any form of abuse, including verbal abuse.**