

Jamestown Family Health Clinic
PATIENT RIGHTS & RESPONSIBILITIES

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, gender identity, 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 cancellation.

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.

❖ **Patients will always engage with their provider and clinic staff in a respectful manner. There is zero tolerance for any form of verbal or physical intimidation, threats, or abusive language or tone. Disruptive behavior is grounds for immediate dismissal from the clinic. JFHC leadership welcomes all patient feedback in a calm and measured manner.**