

PATIENT RIGHTS & RESPONSIBILITIES

PATIENT RIGHTS

To be seen regardless of your ability to pay.

To get high quality medical care and to be treated with fairness and respect in a safe and private setting.

To choose who gives you medical care.

To get the right information about your health in words you can understand. The right to translation or interpretation services.

To say yes or no to medical care at any time, and be informed about your illness and treatment, including options for your care.

To have information about you and your health kept private.

To tell Health West if you have a question or problem with your care.

To know about all services available through Health West.

To know the cost of your care and options for ways to pay for your care; including the right to apply for a sliding scale discount.

To see your medical records

To have a legally approved person help with any healthcare choices.

PATIENT RESPONSIBILITIES

To be honest when you tell Health West about your health now, your health in the past, your allergies, your correct address, your correct phone number, who to call in an emergency, and your income.

To show respect to both care givers and other patients.

To take an active role in your healthcare, ask questions about your illness or care, and use medications or medical devices for yourself only.

To bring all available proof of income and documentation necessary for your care.

To cancel or reschedule appointments so another person may have access to that appointment time.

To tell the person at the front desk if you need help understanding English or if you do not speak or hear well.

To pay for your care on time or ask for assistance if you cannot.

To follow the rules of Health West Clinics.

To ask questions about this list of rights and responsibilities.

To give written permission to release your health records to or from another provider/specialist when necessary.

At Health West we value your opinion. If you have a concern regarding your patient rights and responsibilities, please contact the clinic administrator.

