



# Patient Bill of Rights

AS A PATIENT OF UMPQUA COMMUNITY HEALTH CENTER, WE RESPECT THE ROLE OF THE PATIENT IN THE HEALTH CARE DELIVERY SYSTEM. WE RECOGNIZE THAT EACH PATIENT IS AN INDIVIDUAL WITH A UNIQUE SET OF HEALTH CARE NEEDS. WE UNDERSTAND THAT EFFECTIVE HEALTH CARE REQUIRES THAT PATIENTS OR THEIR FAMILIES PARTICIPATE IN THEIR CARE. TO BETTER UNDERSTAND YOUR RIGHTS AND RESPONSIBILITIES IN RECEIVING HEALTH CARE FROM UMPQUA COMMUNITY HEALTH CENTER, PLEASE REVIEW THE BELOW:

## **Each patient has a right to:**

- Care that is considerate and respectful
- Be well-informed and understand his or her illness, possible treatment(s), and likely outcome
- Have the ability to schedule a review of the records of their care and have information in the record explained to them when needed
- Make decisions about the plan of care before and during the course of the treatment
- Consent or refuse treatment as permitted by law
- Expect their right to privacy. All communication, discussion, exams, and treatment will be performed to protect the patient's privacy
- Expect that all records will be treated as confidential by all Umpqua Community Health Center staff, except when reporting by the law is required
- Consent or refuse treatment that is considered research
- Know the first names and roles of all people treating him or her and have the right to choose their health care provider
- Know the Umpqua Community Health Center policies that affect treatment, charges and payment for care
- Expect that Umpqua Community Health Center will provide health services to the best of its ability
- Expect reasonable continuity of care if appropriate
- Have a right to a fair and efficient process for resolving differences
- Have the right to access emergency health care services when the need arises

## **As a patient of Umpqua Community Health Center, your responsibilities are:**

- Cooperate with your treatment program to the best of your ability
- Completely and accurately provide requested medical and family medical information and information regarding health related habits as these may affect the quality and safety of care provided
- Ask questions about policies that affect the delivery of your health care
- Keep clinic appointments, or notify the clinic in a timely manner when you are unable to keep an appointment
- Notify the clinic staff if you believe your rights are not being respected
- Understand that health care providers practice independently, and have the right to refuse to prescribe a treatment if it is their opinion that treatment is not in the best interest of your health

YOUR HEALTH DEPENDS ON MUCH MORE THAN THE HEALTH CARE SERVICES PROVIDED. YOU ARE RESPONSIBLE FOR RECOGNIZING AND BEING RESPONSIBLE FOR THE WAYS YOUR LIFE STYLE AFFECTS YOUR PERSONAL HEALTH AND WELL BEING.