

PATIENT'S RIGHTS AND RESPONSIBILITIES

You have the right to:

- Respectful treatment at Institute of Contextual Health (IOCH) Community Clinic.
- Expect good quality care and high professional standards that are continually maintained and reviewed.
- Expect consideration of your privacy concerning your own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- Expect that all communication and records pertaining to your medical care should be treated as confidential except as otherwise provided by law.
- Expect that your personal representative may exercise your treatment rights when you are not capable of asserting these rights yourself.
- Voice grievances regarding treatment or care that is (or fails to be) furnished. We will investigate any of your complaints, and not subject you to discrimination or reprisal for doing so.
- Be informed about, and to participate in planning, your care and treatment, and to be informed in advance of any changes to the treatment plan.
- Be informed in advance of the charges for services, including payment for care expected from third parties and any charges you will be expected to pay. If you receive Medicare, Medicaid, or other Federally funded or aided program, you have the right to be advised, before care is initiated, of the extent to which payment for services may be expected from Medicare, Medicaid, or those other sources, and the extent to which payment will be expected from you.
- Receive appropriate and professional care without discrimination based on race, color, national origin, religion, sex, disability, or age, nor shall any such care be denied to you on account of your sexual orientation.
- Refuse treatment and be informed of the consequences of such action.
- Access, upon request, all information contained in your medical records.

The Institute of Contextual Health has the right to expect:

- You to give accurate and complete health information.
- You to participate in developing and following the plan of care.
- You to request information about anything that you do not understand, and express concerns regarding services provided.
- You to inform us about the existence of, and any changes made to, an advance directive plan
- You to notify the office regarding cancellation or rescheduling of appointments as soon as possible, 24-48 hours' notice preferred.
 - We reserve the right to place you on hold if you miss 2 or more consecutive appointments without providing advanced notice or have a poor attendance rate.
 - We also may refuse treatment on the day of a scheduled visit if you are more than 20 minutes late.