

Patient's Rights

You have the right to participate in the development and implementation of your plan of health care.

- You, or your representative, have the right to make informed decisions regarding your health care, and to be informed of your health status, and to be involved in care planning and treatment, including being able to request or refuse treatment, though this should not be used as a means to demand medically unnecessary or inappropriate treatment to be provided.
- You have the right to personal privacy.
- You have the right to receive health care in a safe setting.
- You have the right to be free from all forms of abuse or harassment.
- You have the right to the confidentiality of your clinical records.
- You have the right to access information contained in your clinical records within a reasonable time frame. The clinic must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.
- You have the right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising your access to services.
- You have the right to know the professional status of any person providing health care or services.
- You have the right to know the reason of any proposed change in the professional staff responsible for your care.
- You have the right to know the reason for your transfers either within or outside your facility.
- You have the right to know the relationship(s) of the facility to other persons or organizations participating in the provision of your health care.
- You have the right to access the cost, itemized, when possible, of services rendered within a reasonable period of time.
- You have the right to be informed of the source of the facility's reimbursement for your services, and of any limitations which may be placed upon your care.
- You have the right to be free from restraints of any forms that are not medically necessary or are used as a mean of coercion, discipline, convenience, or retaliation by staff.
- You have the right to access services, which will not be denied on the basis of economic status, disability, national origin, ethnicity, race, religion, gender presentation or gender identity, sexual orientation or HIV status (in accordance with the Americans with Disabilities Act).





IWS FAMILY HEALTH

Patient Rights

- You have the right to request a meeting with a financial counselor when your financial circumstances or insured status have changed to have your assessed payments reevaluated.
- You have the right to present a concern or complaint regarding the quality of your care. To do so, call the Director of Clinical Operations, you may also fill out a complaint form or dial 0 and ask the operator to connect you with our Patient Feedback Voice Mail Box X6565.
- You have the right to know that you will not be penalized for registering a complaint or concern.

