



Lower Lights

Christian Health Center

Patient Rights and Responsibilities

Patients are encouraged to read this document to understand their rights and responsibilities at LLCHC. If you have any concern about your rights, please ask any staff member to contact the LLHC Chief Operating Officer, or Medical Director for assistance.

Civil Rights:

1. Patients have the right to considerate and respectful treatment in an environment free from harm.
2. Patients seeking services shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

Discrimination:

1. Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.
2. Patients may receive services without regard to one's ability to pay; if you are unable to pay the full fee for services, a sliding fee scale is available to you. You may examine and receive an explanation of your bill for services.
3. No recipient of services is presumed legally incompetent except as determined by the court.
4. Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.

Treatment:

1. A recipient of services shall be provided with adequate and humane care and in the least restrictive environment, pursuant to an individualized service plan. When appropriate, recipients nearest kin or guardian shall be involved in the treatment/service plan.
2. Patients have the right to know of the variety of services that may be available and to participate in the planning of treatment.
3. Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment.
4. Seclusion will not be used as a means of intervention for any recipient services.

Confidentiality:

1. Patients will receive confidential treatment: all clinical records and client information are protected by law, regulations and center policies. For the purpose of funding, certification, licensure, audit, research or other legitimate purpose your clinical record may be used by the person conducting the review to the extent that is necessary to accomplish the purpose of the review.
2. Patient information released to or requested from other sources requires your written consent. Patient records can be subpoenaed by court order and does not require your signature for release of information.
3. Patients have the right to review, and obtain a copy of your clinical record in accordance with LLCHC's policy.

Patient Responsibilities:

1. Give full information, to the best of your knowledge, about your condition, including symptoms, medications, previous health, etc.
2. Ask questions if you do not clearly understand information or instructions about your care and treatment.
3. Follow the treatment plan coordinated by your physician.
4. Be responsible for your own actions if you refuse treatment or refuse to follow your treatment instructions and directions.
5. Ensure that payment for your care is made promptly and in full. This means understanding your insurance coverage and its limits and any added responsibilities you may have.
6. Follow LLCHC rules and regulations.
7. Be considerate of and respectful to your caregivers, other patients and visitors to the health center.
8. Not have or use alcoholic beverages or "recreational" drugs in the health center.
9. Not have firearms or other weapons in the health center.

LLCHC Responsibility:

1. In the case of suspected child abuse or neglect, LLCHC is required by the Abused and Neglected Child Reporting Act to report any suspected incidents of neglect or abuse. LLCHC also has the ethical obligation to report suspected maltreatment of senior citizens or adults.
2. If at any time patient's present clear and present danger to yourself or to others, LLCHC's staff may release information that is required to protect you or others.
3. LLCHC may restrict or terminate delivery of services to patients who have been evaluated and determined as posing a serious physical threat to staff or others.