# Patient Bill of Rights

## Little Rivers Health Care

Welcome to Little Rivers Health Care. We are honored to serve you.

As your community health center, we are committed to respecting the dignity, privacy, and choices of every patient. You are a valued partner in your care. The following outlines your rights and responsibilities as a patient and our pledge to you.

## As a patient of Little Rivers Health Care, you have the right to:

* Receive care that is considerate, respectful, and free from discrimination based on race, color, national origin, ancestry, sex, gender identity, sexual orientation, age, disability, religion, marital or family status, veteran or military status, income, or any other legally protected status.
* Be treated with sensitivity to your emotional, cultural, and spiritual needs.
* Be fully informed of the services available at Little Rivers Health Care, including after-hours and emergency coverage, and any related fees.
* Have a primary provider who coordinates your care and ensures continuity of services.
* Request a second opinion or change providers when appropriate.
* Know the names and roles of the people involved in your care.
* Request assistance, including interpretation services or accessibility accommodations.
* Receive information about your health in a way that you understand, so that you can participate fully in decisions about your care.
* Choose someone to be involved in your care decisions, including a spouse, partner, family member, or caregiver.
* Refuse treatment to the extent permitted by law and to be informed of the risks involved.
* Expect that your medical records and information will be kept private and confidential in accordance with HIPAA.
* Receive clear explanations about any charges or costs related to your care.
* Create or update an Advance Directive or Living Will.
* Share feedback, concerns, or complaints without fear of retaliation.

## As part of our commitment to you, Little Rivers Health Care pledges to:

* Provide ethical, compassionate, and high-quality care by qualified health professionals.
* Make services available in a timely and accessible manner.
* Ensure emergency care and provider access 24 hours a day, 7 days a week.
* Offer financial assistance through a sliding-fee scale based on income.
* Provide itemized, confidential billing information upon request.
* Maintain a safe and respectful care environment for all patients and staff.

## As a patient, you have a responsibility to:

* Arrive on time for appointments or notify us promptly if you are running late or need to cancel.
* Give at least 48 hours’ notice for prescription refills or medication requests.
* Follow clinic rules and treat all staff and patients with respect.
* Respect the confidentiality and privacy of others.
* Silence cell phones in clinical areas.
* Provide accurate and complete information about your health and any changes in your contact, insurance, or financial information.
* Pay copayments, deductibles, or arrange a payment plan if needed.
* Ask questions if you don’t understand your care plan, and be honest about any difficulties in following it.
* Bring or request medical records from other providers when needed.
* Supervise children who accompany you to the clinic.

Please note: Threatening, harassing, or abusive behavior may result in dismissal from care at Little Rivers Health Care.