



Patient's Bill of Rights

As a patient of Big Sandy Health Care, Inc. (BSHC), you have the following rights:

1. To receive considerate, respectful, safe, and nondiscriminatory care.
2. To receive complete and understandable information about your diagnosis, treatment, prognosis, and available treatment alternatives.
3. To participate in decisions regarding your care, give informed consent, or refuse treatment to the extent permitted by law, and to be informed of the consequences of refusing treatment.
4. To privacy during your care and to confidential treatment of your health information and medical records in accordance with applicable law.
5. To inspect, obtain copies of, and request amendments to your medical records as permitted by law.
6. To receive a reasonable response to requests for services, including appropriate referrals and coordination of care when services are not available through BSHC.
7. To be informed of any research, experimentation, or educational activities affecting your care and to refuse participation without affecting your access to treatment.
8. To expect reasonable continuity of care and information regarding follow-up care and ongoing healthcare needs.
9. To receive an explanation of charges for services and information regarding available financial assistance programs, including the Sliding Fee Program.
10. To receive language assistance services, including interpreter services and auxiliary aids, at no cost when necessary for effective communication.
11. To be free from abuse, neglect, exploitation, harassment, discrimination, coercion, intimidation, retaliation, or denial of services.
12. To be informed of clinic policies, rules, and regulations that apply to patients.
13. To voice concerns, complaints, or grievances regarding your care, services, privacy, discrimination concerns, or safety concerns and to have those concerns reviewed through BSHC's grievance process without retaliation.
14. To formulate advance directives and to have clinic staff and practitioners comply with those directives to the extent permitted by law and clinic policy.
15. To receive information regarding opportunities for patient participation in the governance of BSHC.

BSHC provides services without regard to race, color, national origin, religion, sex, age, disability, sexual orientation, gender identity, or any other characteristic protected by applicable federal or state law.

Patients are responsible for providing accurate and complete health information, participating in their care decisions, following agreed-upon treatment plans, respecting the rights of other patients and staff, meeting financial obligations when applicable, and complying with clinic policies and procedures.