

Patient Rights and Responsibilities

Patient Rights

Each patient has a right to:

- Affordable health care and information about our operations.
- Considerate and respectful care from all Alcona Citizens for Health, Inc. staff.
- Care that is respectful of social, religious and cultural values.
- Discussions about healthcare in a manner that is clearly understood by the patient. This may require translation services, reading forms and instructions when reading is challenging, and providing information to another person of the patient's choice.
- High quality health care is provided by competent, well-trained clinicians
- Assistance with coordinating their health care.
- A reasonable response to requests for treatment.
- Confidential treatment.
- Be informed of Advance Directives and have them implemented properly.
- A guardian, next of kin, or legally authorized responsible person can exercise a patient's rights if they are unable to participate.
- Full information about the patient's health condition.
- Information compiled within the patient record is provided to the patient upon request.
- Participate in decisions about the patient's treatment.
- Accept or refuse treatment and be told of the potential consequences of refusing recommendations.
- Know the education and training of healthcare providers and staff, as well as Alcona Citizens for Health, Inc.'s accreditation status and other measures of quality.
- Access our board of directors who represent the communities we serve.
- Information about the health plans with whom Alcona Citizens for Health, Inc. participates.
- Be informed and consent in writing to diagnostic procedures performed by our staff.
- Be informed of any research known to us that could affect the patient's care.
- Receive appropriate, clinically approved methods to promote comfort when those methods are available, necessary and meet your health needs.
- Be informed and consent in writing to Outpatient Behavioral Health Counseling with our Behavioral Health treatment staff if applicable to your situation.
- A fair and efficient process for resolving differences with us and be informed of the grievance procedures used by patient's health plan.

Patient Responsibilities

- If English is not the primary language or you cannot read well or have problems hearing, tell us. We will help you so that you understand the medical information.
- Keep scheduled appointments and provide us with a call to cancel if you cannot keep your appointment. Be on time. Missing three or more scheduled appointments without calling to cancel can result in dismissal from the practice. Request a copy of our Missed Appointment Management Policy & Procedure.
- Become an active partner in health and wellness decisions by working with our providers and healthcare team in creating your treatment plan (care plan). Set goals to achieve wellness that are important to you.
- Work together with healthcare providers and your healthcare team in carrying out the care plan goals and objectives you have set. Let your provider know of your questions and concerns with your treatment plan.
- Disclose relevant information and clearly communicate your needs. No one knows you as well as you do! Help us help you.
- Let us know if you have received care from other healthcare services (Specialist, hospitalization, Emergency Room Care, Walk-in, and Telehealth). Tell us of any medications they prescribed, or changes made to your current medications. Tell us about any tests performed. We will update your medical record with this information.
- Tell us what medications you are taking, including medications that do not need a prescription.
- Disclose financial information and pay for services responsibly. If you question a billing statement, call us. We can review it and discuss it with you.
- If you do not understand co-pays and deductibles, tell us and we can do our best to coordinate a call with your health plan so they can answer your questions. It is important that you know what services your health plan covers.
- If you have missed three or more scheduled medical or behavioral health appointments within a 12-month period without providing notice of cancellation; rather than dismiss you from the practice, we will schedule a Care Conference to discuss why this has happened and look to see what services we can recommend to help you keep appointments.
- Use Alcona Citizens for Health, Inc.'s internal complaint and appeal processes to address concerns that may arise. You can report your complaint to the Site Manager in person, by mail, or by telephone. We appreciate your feedback as it helps us know where problems may exist.
- In an effort to avoid the spread illnesses to others, we require patients to wear a mask when asked. If you think you or your child has a contagious illness, please tell our scheduler when you call for an appointment so we can take proper precautions.
- Abide by administrative and operational procedures of health plans, health care providers and the government's health benefit programs.
- Report wrongdoing and fraud to the appropriate resources or legal authorities.
- Show respect for other patients and health care workers.
- Your comments, concerns, or complaints are accepted in either a verbally or written manner and they are taken seriously. Alcona Citizens for Health, Inc. will review them and do their best to resolve those issues to the best of their ability. Our goal is to provide you with a resolution that meets your satisfaction.
- Understand that Alcona Citizens for Health, Inc. cannot condone threatening behavior directed towards its staff and patients. Avoid engaging in any physically intimidating or assaultive behavior or making any threats of violence or unlawful activities as it will likely result in our staff notifying law enforcement. This may also result in dismissal from the practice.
- For everyone's safety, staff is advised to notify law enforcement whenever aggressive, threatening, and potentially unsafe situations occur.
- Weapons of any kind are not permitted on the premises. This includes guns, knives, tasers, or any item intended for use as a weapon. Unless you are a law enforcement officer, concealed weapons are not allowed even if you have a concealed-carry permit. Violations are to be reported to law enforcement and could result in legal action. We do this for the wellbeing and protection of our clinic's visitors, patients, and staff.