

**PATIENT RIGHTS AND RESPONSIBILITIES**

Welcome to the (insert AGENCY name).

Our clinic offers a variety of services and our health care staff are here to support your care.

**RESPECT**

Whatever your

* Age
* Race or ethnicity
* Religion or beliefs
* Language
* Show up on time for appointments.
* Contact the clinic (insert hours) in advance if you need to change or cancel your appointment.
* Tell us if your address, phone number, or other information changes.
* Be sure you understand how to take any medications.
* Tell us before you stop taking any medications or are having problems.
* Make sure you know what you are supposed to do once you leave the clinic.
* Know when to come back for follow-up care.
* Be understanding of the other patients and staff at this clinic.
* Ask us any questions about anything you do not understand.
* (insert additional responsibilities)

**INFORMATION YOU CAN UNDERSTAND. YOU HAVE THE RIGHT TO ASK FOR:**

* An interpreter.
* Help if you have a disability of any kind.
* Help if you need things explained in a different way.
* Other accommodations.

**After hours number for help:**

000-000-0000 or 911

**Questions about your bill please contact:**

000-000-0000

**YOUR RESPONSIBILITIES**

**YOUR RIGHTS**

**CHOICES ABOUT YOUR CARE AND TREATMENT**

* You have the right to be a part of **ALL** decisions related to your health care.
* You can **ASK** at any time for someone to be with you during your appointment.
* You can say **NO** at any time.
* You can say **STOP** at any time during your appointment.

**RESPECT FROM ALL STAFF**

Whether you are

* Female, male, or transgender
* Gay, lesbian, straight, other, or unsure
* Insured or not
* Disabled

**PRIVATE CARE AND TREATMENT**

* You have the right to privacy – your personal and medical records will be kept private, and you may allow or not allow others to see them.
* You have the right to tell us of any concerns you have about the clinic or the care you are given.
* You have the right to have information about your care and treatment explained to you in words you can understand.