



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

As a patient of Franklin Primary Health Center, Inc., you have the following rights:

- To be treated with respect, consideration and dignity and to received high quality health care.
- To not be discriminated against in the delivery of health care services.
- To be assured of confidential treatment and to authorize the release of identifiable health care and other personal information.
- To review and have copies of your medical records and to request your record be amended.
- To choose your health care provider.
- To be informed of your medical condition, treatment plan, and expected outcome and to give informed consent prior to treatment except in an emergency.
- To receive accurate, easily understood information and to request assistance or be represented by parents, guardians, family members, or others making informed health care decisions.
- To refuse treatment and refuse to participate in research.
- To be informed of the names, functions, and credentials of all persons providing service to you and to receive the names and telephone numbers of management.
- To be informed of services available, hours of service and after-hours coverage.
- To have fair and efficient process for voicing grievances and recommending changes to management.

As a patient of Franklin Primary Health Center, Inc., you have the following responsibilities:

- To give truthful and accurate information about your health and past medical treatment.
- To ensure that you fully understand and follow the treatment plan prescribed by your health care provider.
- To inform your health care provider of any changes in your condition or of any adverse reactions to the treatment plan.
- To keep appointments and inform the center in advance when you are unable to keep an appointment.
- To pay for services rendered in accordance with the fee policy and to provide truthful and accurate financial and/or insurance information to allow for appropriate billing.
- To become informed of and to follow health center rules and regulations concerning patient care and conduct.