

Approved By:	Board of Directors	Adopted Date:	
Distribution:	All Employees	Revision Date(s):	11/98, 12/99, 6/00, 02/09, 09/17
Category:	Administrative and Governance	Reviewed Date(s):	08/12

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PURPOSE:

To ensure that all employees are aware of basic principles regarding the provision of services at ODCHC sites.

POLICY:

Notice of Community Service:

The Open Door Community Health Centers have agreed to make their services available to all persons residing or employed in their service area. ODCHCs are prohibited by law from discriminating against Medi-Cal, Denti-Cal or Medicare clients. Clients should be provided information on where to obtain assistance in applying for these programs. Any client who believes that he or she has been refused services at an ODCHC facility, in violation of the community service obligation, should be instructed to inform the Chief Executive Officer and the Office of Statewide Health Planning and Development.

Non-Discrimination:

Service will be provided to all individuals who request them, without regard for race, color, religion, ancestry, age, sex, marital status, national origin, physical and/or mental handicap, income, or gender identity.

Patient Consent:

All services will be voluntary. Consent for treatment will be obtained from all patients prior to their receiving services. Except as required by law, the consent of no one other than the individual receiving care will be asked.

Qualifications for Provision of Services:

Only individuals qualified by their formal training, experience, and licensure will counsel, examine, prescribe for, or perform procedures on patients at the Open Door Community Health Centers. It is the responsibility of the employee to provide current documentation of such qualifications for his or her personnel file. This policy shall not preclude the appropriate activities of any individual fulfilling the requirements of an organized training program for whom a member of the ODCHC staff is serving as preceptor.

Patient Education:

All patients requesting services shall be provided with the following information in a culturally and linguistically appropriate manner:

- the terms under which services will be provided, including the cost, number of visits required, where and how the service will be performed, and any limitations on the service to be given;
- an explanation of the medical and psychological risks of any service under consideration;
- an explanation relative to the plan of care.

Patient Records:

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Complete and accurate medical and social histories will be maintained for all patients. All medical problems and treatment or advice relating to them, whether given by phone or in the health center, shall be recorded in the patient's medical record. No services shall be provided to any person who is not a client of the health centers. No services shall be provided that are not recorded in the patient's chart.

Client Confidentiality:

All medical and social records related to the provision of services by the Open Door Community Health Centers shall be kept confidential. Medical records shall be protected following the ODCHC HIPAA Privacy Rule Plan. Daily health center operations shall be designed and carried out with attention to maintenance of strict confidentiality at all times.

REFERENCES:

None

ASSOCIATED DOCUMENTS:

OPS.003 Provision of Services Standards (Retired)

HIPAA Privacy Rule Plan

KEYWORD TAGS:

Services, discrimination, education, records