

Carolina Family Health Centers, Inc.

Carolina Family Dental Center • Freedom Hill Community Health Center • Harvest Family Health Center • Wilson Community Health Center

As a patient of Carolina Family Health Centers, Inc., you have certain Rights and certain Responsibilities.

AS OUR PATIENT, YOU HAVE A RIGHT TO:

- Receive the best treatment available.
- Be treated with dignity and respect.
- Expect protective health information to be kept confidential and access controlled, except when required by law.
- Receive a timely response to your needs and concerns.
- Receive honest answers to questions and a detailed explanation of your illness and treatment.
- Participate in decisions regarding your care and treatment.
- Know the names and credentials of persons involved in your care.
- Expect that staff will honor your living will and power of attorney.
- Receive a copy of your medical information.
- Request the transfer of your healthcare records to another provider.
- Refuse experimental treatment or research.
- Receive an explanation and documentation of all charges.

AS OUR PATIENT, YOU ALSO HAVE A RESPONSIBILITY TO:

- Keep appointments or cancel in advance.
- Provide current insurance and financial information.
- Provide payment for services rendered.
- Treat staff and other customers with courtesy and respect.
- Observe safety policies and regulations.
- Share complete healthcare information with your provider.
- Participate in the development of your treatment plan.
- Follow your provider's advice for disease management and prevention.
- Notify your provider if you are unable to follow treatment recommendations.
- Offer positive feedback or suggestions for improvement by completing a Comment Card.

A healthy partnership between you and your provider requires your best effort to follow your provider's advice; keeping appointments, taking your medication and agreeing to important diagnostic testing. Community Health Center providers will respect and honor your right to refuse a particular treatment option or specialty referral without judgment. However, when you are unwilling to comply with critical treatment recommendations, putting your health in serious jeopardy, you may face dismissal from the practice in order for you to partner with a provider who better meets your needs.