



Midtown Health Center

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, you have the right to:

- Take part in your health care and treatment
- Know about the services available through Midtown Health Center
- Know the names of the people caring for you
- Be treated with respect and dignity in a safe and private setting
- Receive health care services without discrimination based upon race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, genetic information, disability, protected veteran status, political affiliation, any other protected characteristic under applicable law, or ability to pay for service
- Ask for special arrangements if you have a disability or if you need translation services
- Be informed about your illness and treatment, including options for your care
- Refuse treatment, care, and services and be informed of the medical consequences of refusing such
- Choose or change your health care provider
- Get another opinion about your illness or treatment
- Personal privacy and confidentiality of your health records
- Access information contained in your health record and have information explained as necessary
- Know about legal reporting requirements
- Provide your provider with oral or written advance directives (e.g. living will and/or durable power of attorney) and expect that it will be documented in your health record
- Speak with a supervisor or administrator about any questions or problems with your care
- Voice complaints and grievances without discrimination or reprisal and have those complaints and grievances addressed
- Refuse to be included in any research program without limiting medical care or treatment

As a patient, you have the responsibility to:

- Tell your medical provider about your illness or problems and answer questions fully so your provider can obtain your complete medical history
- Participate in discussions and ask questions about your illness or care
- Tell your medical provider if you do not understand your diagnosis and prognosis
- Use medications or medical devices as prescribed and for yourself only
- Inform your provider if you become worse or you have an unexpected reaction to a medication
- Inform your provider if you have a living will or durable power of attorney for healthcare matters, and if so, provide a copy
- Show respect to providers, other staff members, and other patients
- Cancel or reschedule your appointments in advance
- Pay your bills on time