

## Patient Rights and Responsibilities Statement

### AS A BACHC PATIENT, YOU HAVE THE RIGHT TO:

#### ACCESS SERVICES in a safe and respectful manner

- Receive services at BACHC regardless of your race, color, religion, sex, marital status, sexual orientation, gender identity or expression, English language proficiency, national origin, age, disability, veteran status, or any other status protected by law.
- Receive respect and consideration from every employee, volunteer or trainee you interact with at BACHC.
- Feel safe from harm and free from verbal, physical, or psychological abuse, intimidation or harassment when you are at BACHC's facilities.

#### PRIVACY regarding your personal health information

- Expect BACHC to comply with the Federal and State privacy laws when using or disclosing information about you or the health care and related services you receive at BACHC.
- Receive a copy of BACHC's Notice of Privacy Practices when you register as a new patient so that you will be more fully informed about your privacy rights.
- Active involvement in your ongoing care
- Help BACHC providers and staff to develop a plan for the treatment and services you receive at BACHC.
- Provide (or withhold) your consent to voluntary treatment, including your participation in clinical research, and be informed about the consequences of refusing any treatment or service.
- Provide BACHC staff members with positive or negative feedback about your care or voice your concerns or complaints about the Health Center.

#### TIMELY INFORMATION about your care

- Receive complete information about your diagnosis, and treatment or service plan in plain language that you can understand. Obtain a copy of your medical records upon request unless the law permits BACHC to withhold the records.
- Receive an explanation of the costs associated with your care at BACHC.
- Obtain assistance with referrals to other providers.

#### QUALITY SERVICES from our health center

- Receive coordinated health care treatment and services consistent with professional standards.
- Receive services from licensed and credentialed BACHC providers.
- Request BACHC to provide hearing, language, literacy or other communication assistance required by law.
- Receive services and care in the least restrictive environment feasible, free from chemical or physical restraints.

### AS A BACHC PATIENT, YOU ARE RESPONSIBLE FOR:

#### YOUR PERSONAL INTERACTIONS with our health center team

- Treat BACHC employees, volunteers, trainees, contractors, other patients, and guests with respect at all times.
- Do not make any threatening or offensive statements at BACHC's facilities.
- Do not engage in any act of physical violence or other threatening or inappropriate behavior at BACHC's facilities.
- Do not distribute or use alcohol or drugs on BACHC's property or enter a BACHC facility or program under the influence of illegal drugs or alcohol.

#### ACTIVE ENGAGEMENT in your care

- Take an active part in your treatment or service plan at BACHC and stay in contact with your providers about your care.
- Request any hearing, language, literacy or other communications assistance you may need at least 48 hours prior to your visit.
- Show up for your appointments at least 15 minutes ahead of schedule and provide advance notice whenever it becomes necessary to cancel an appointment at BACHC.
- Contribute to the cost of your care that the law or the health plan that you participate in require you to pay.

#### TIMELY INFORMATION sharing

- Provide BACHC with complete, accurate, and truthful information at all times.

BACHC's Patient Rights and Responsibilities Policy grants BACHC discretion to take action placing limits on a patient's ability to receive treatment or services at BACHC based on a patient's failure to meet their Responsibilities or for any other reason permitted by law. Likewise, any BACHC patient has discretion to decide not to seek further treatment or services at BACHC based on BACHC's failure to abide by the patient Rights set forth in this Statement or for any other reason.

**If you believe your rights as a Bartz-Altadonna CHC patient have been violated...**  
please contact our Chief of Compliance at: (661) 874-4050