



Community Health Care, Inc. respects each patient and is dedicated to delivering the best care possible. Patient Rights and Responsibilities explain what you can expect from us and, in turn, what we expect from you.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

YOU HAVE THE RIGHT TO:

1. Receive care despite sex, age, marital status, race, national origin, religion, creed, disability.
2. Know the names and qualifications of CHC staff.
3. Receive accurate understandable information.
4. Receive the information or education you need to make a decision about your care.
5. Apply for the sliding fee scale.
6. Courtesy and Respect.
7. Private, confidential care.
8. Ask questions about your health care and expect answers.
9. Receive advice after-hours by telephone from a physician or dentist.
10. Expect reasonable access to care.
11. Refuse to be in any research projects.
12. File a patient complaint.
13. Refuse treatment, as allowed by law.
14. Be assessed for pain.
15. Choose a living will or advance directives.
16. Use a Pharmacy of your choice

YOU ARE RESPONSIBLE FOR:

1. Taking care of your health
2. Calling in advance if you are unable to keep your appointment.
3. When you no show 3 or more appointments in 6 months you will be placed on a 'sit and wait' status which means you will no longer have the ability to schedule appointments for the next 6 months but you will be able to come in to 'sit and wait' to be seen by a CHC provider.
4. Following instructions given by your healthcare provider.
5. Getting annual checkups.
6. Filling your medications before you run out.
7. Letting CHC staff know of any problems you are having.
8. Paying your co pay at each visit along with paying your bill in a timely manner.
9. Giving CHC correct information.
10. Knowing your insurance information.
11. Showing respect for other patients and CHC staff.
12. Calling about on-going or non-emergency problems during office hours.
13. Telling your provider about your pain.
14. Asking your provider if you do not understand information being given to you.

For after hour emergencies, please call 563-336-3000.

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