



Community Health Center of Southeast Kansas

Community Health Center of Southeast Kansas, Inc. (CHC/SEK) Patient Rights and Responsibilities

Patient Rights: Patients can expect

- To be treated with dignity and respect;
- To a safe, sanitary environment that promotes privacy and dignity that is free from abuse, neglect, exploitation and restraint or seclusion of any form used as a means of coercion, discipline, convenience or retaliation;
- Treatment services free of discrimination based on race, religion, ethnic origin, national origin, evidence of insurability, sexual orientation, age, disability, medical condition, or ability to pay for services;
- To receive communication in a language the patient can understand;
- To receive information and education that is easily understood regarding their medical/dental/psychiatric condition, expected outcomes and treatment options, and prescribed medications, including side effects, risks and benefits. Patients in substance treatment should be informed if medication compliance is a condition of treatment and discharge plans for medications;
- To participate in the development of an individualized treatment plan with periodic review and revision, as appropriate, of said individualized treatment plan;
- To be able to refuse treatment or withdraw consent to treatment, unless such treatment is ordered by a court or is necessary to save the patient's life or physical health. Patients refusing treatment should be informed of possible consequences of that decision;
- To receive a referral to another program/service if CHC/SEK is unable to provide a service that the patient requests or as indicated in the assessment or treatment plan of the patient;
- That in the event CHC/SEK refers the patient to a provider and/or healthcare entity, outside of CHC/SEK, CHC/SEK will follow-up with said provider and/or healthcare entity to ensure continuity of care;
- To receive treatment recommendations and referrals, if applicable, if the patient is to be discharged or transferred;
- Privacy in treatment including the right not to be fingerprinted, photographed or recorded without consent, with the exception of photographing for identification/administrative purposes or video recordings used for security purpose;
- To receive assistance from a family member, designated representative or other individual in understanding, protecting or exercising the patient's rights;

- To be treated in the least restrictive environment and manner consistent with the patient's legal status and patient's clinical condition, and which preserves the patient's safety and the safety of other patients and CHC/SEK staff;
- To confidential, private communication including telephone calls, letters and personal visits with the patient's provider, attorney, clergy, Department of Aging and Disability Services, or other individuals unless restriction of such communication is clinically indicated and documented in the record;
- To consent in writing, refuse to consent, or withdraw written consent to participate in research, experimentation or a clinical trial that is not a professionally recognized treatment without affecting the services available to the patient;
- To be free from coercion in engaging in or refraining from individual religious or spiritual activity, practice or belief and to be able to practice their individual religious beliefs;
- The ability to exercise a grievance procedure to resolve differences and to receive a response to a grievance in a timely and impartial manner;
- Freedom from retaliation for submitting a grievance to CHC/SEK administration, the Department of Social and Rehabilitation Services, or another entity;
- The ability to obtain a copy of their medical record at the patient's expense;
- To be informed, at the time of registration or before receiving services, of any fees the patient is expected to pay, and of refund policies, except for treatment during a crisis situation;
- An explanation of the bill for services, information on payment options including financial assistance and/or access to sliding fees and counseling regarding other financial resources; and
- Confidentiality of medical, financial and personal information which will not be released to other parties without appropriate consent.

Patient Responsibilities include:

- Providing accurate, complete, and up-to-date information related to your health including present concerns, past illnesses and surgeries, hospitalizations and emergency room/urgent care visits, and medications;
- Showing respect to and consideration of the rights of other patients, CHC/SEK staff and providers, including respect for property;
- Providing information needed for insurance claims and working with staff to make payments and/or applying for reduced fees;
- Following your individualized treatment plan;
- Following CHC/SEK policies;
- Expressing concerns or complaints so they may be addressed; and
- If CHC/SEK staff is exposed to patient's blood or other bodily fluid, consenting to testing for Human Immunodeficiency Virus, Hepatitis, and/or other blood-borne illnesses.

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