

# CLIENTS RIGHTS & RESPONSIBILITIES

*We encourage you to take an active role in your care; if at any time you have questions or concerns about these rights and responsibilities, please inform staff right away.*

## YOU HAVE THE RIGHT TO:

- NEVER be discriminated against based on your race, ethnicity, national origin, religion, marital status, political preference, physical or mental ability or attributes, sexual orientation, gender identity or expression, or health insurance.
- Be treated with courtesy and respect by all staff.
- Have all of your information be confidential (private), unless it affects your health and safety or the health and safety of others.
- Receive the best possible care and to have other options for care explained to you.
- Say "no" or refuse any treatment.
- Look over your health center record.
- Review a copy of any bills sent to your insurance company.
- Have your fees lowered based on your family-size and income.
- Ask questions or voice concerns at any time.

## YOUR ARE RESPONSIBLE FOR:

- Showing up for all of your appointments on time.
- Provide the clinic with current information on your insurance, address, name, and/or phone number.
- Providing a complete and accurate medical history to clinic staff.
- Informing staff if you do not understand or feel uncomfortable with any aspect of your treatment.
- Following recommendations and instructions the clinic staff have provided.
- Telling clinic staff about any expected or unexpected complications that may or may not happen during the course of your treatment.
- Being considerate of other clients, staff, and property.
- Paying your fees to help support the continuation of the clinic.