

CENTER FOR HEALTH & COUNSELING

Salt Lake Community College

PATIENT RIGHTS AND RESPONSIBILITIES

We believe that patients who understand and participate in their treatment achieve better results. Please take a moment and familiarize yourself with your rights and responsibilities as a patient.

YOU HAVE THE RIGHT TO...

- Receive care regardless of your age, gender identity, race, color, national origin, disabling conditions, religion, sexual orientation, and any other legally prohibited reasons.
- Receive care in a safe and dignified environment free from all forms of abuse, neglect, harassment and/or exploitation.
- Expect reasonable continuity of care when appropriate. We will provide you pertinent information to other professionals involved with your care, upon written consent from you for release of confidential information.
- Review your medical records with a clinician, and to have the information explained or interpreted as necessary.
- Communicate with providers in confidence knowing individually identifiable information is protected.
- Considerate, respectful care from health professionals at all times and under all circumstances.
- Choice of professionals that ensure access to appropriate high quality health care.
- Fair and efficient process for resolving differences with professionals and facilities.
- Know the risks, benefits and alternatives to proposed treatments or procedures.
- Refuse care, treatment, and services in accordance with the law and regulation.
- Request an accounting of disclosures or protected health information.
- Receive a Notice of Privacy Practices and request privacy protection.
- Be informed about the outcomes of care, treatment and services.
- Access protected health information in a reasonable time frame.
- Be informed about services and related costs.

YOU HAVE THE RESPONSIBILITY TO...

- Recognize risks and limits of medical science.
- Pay promptly any bills that you have incurred.
- Utilize health care services responsibly and practice good health habits.
- Tell your caregivers if you do not completely understand your plan of care.
- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization and any other matters concerning your health.
- Follow all medical center policies and procedures while being considerate of the rights of other patients, Center for Health and Counseling employees and Center for Health and Counseling.
- Inform health care providers if you anticipate any problems in following prescribed treatment plans. To understand the consequences of not complying with the treatment plan and to understand your responsibility for those consequences.
- Help increase provider awareness by providing feedback about service needs and expectations. To openly express any doubts and questions about your care to your health care provider. Continued concerns should be addressed formally with the Director of the Center for Health and Counseling.

REGARDING PROBLEM RESOLUTION, YOU HAVE THE RIGHT TO: Express your concerns about patient care and safety to clinic personnel and/or management. If your concerns and questions cannot be resolved at this level, contact: The Joint Commission at 1 (800) 944-6610, by Fax at (630) 792-5636, by email at complaint@jointcommission.org, or by mail at:

Office of Quality Monitoring
The Joint Commission
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Oakbrook Terrace, IL 60181