



# LĀNA`I COMMUNITY HEALTH CENTER

## PATIENT RIGHTS AND RESPONSIBILITIES

Lāna`i Community Health Center strives to offer you the highest quality health care in a courteous and timely manner. We want you to know your rights and responsibilities as a patient of ours. We encourage you to talk openly with the people caring for you. No one will be turned away due to inability to pay.

YOU HAVE A RIGHT TO	YOU HAVE A RESPONSIBILITY TO
Be treated with courtesy, dignity, respect and to receive services that are necessary for your care without regard to race, color, creed, national origin, sex, age, sexual preference, disability, marital status, medical condition, status as a veteran, or ability to pay.	Be cooperative and considerate of others in the waiting room and treatment areas. Treat other patients and health center staff and providers with courtesy.
Know the names of the health care providers and other people caring for you.	Provide upon request necessary records for registration, billing, ability to pay and authority to consent for treatment.
Be told in a way you understand what your condition is, treatment recommended, how to expect your condition to change, and follow up care.	Provide a correct and complete medical history, including information about past illnesses, medications, hospitalizations, or other related information.
Know the expected cost of and reason for tests, treatment, and understand the benefits and risks and discomforts of any procedures or treatment and to participate in decisions regarding your care.	Take part in your care and cooperate with the treatment plan that you and your provider have agreed upon.
Refuse to sign a consent form until you understand it.	Ask questions if you do not understand papers you are asked to sign, or information given to you.
Be assured that your health providers and staff will not reveal any personal or health information without your consent, unless provided for by law or by the need to protect the welfare of the individual or public interest	Review the Notice of Privacy Practices. A Copy of the Notice of Privacy Practices must be provided to you upon request.
Examine and receive an explanation of your bill.	Pay for care when received. Discounted services may be available if eligible.
Refuse treatment and understand the known or likely medical consequences of your refusal.	Accept the consequences if you refuse treatment or do not follow provider instructions.
Security for yourself and your belongings.	Keep your personal belongings in a safe place.
Get health care services in a language you understand and in a culturally-sensitive way.	Inform staff of language or cultural considerations, when possible.
If you disagree with a decision about your services, you have a right to file a complaint, including complaints about the quality of your care.	Tell our staff when you are not pleased with our care. You may also express any concern or complaints directly by contacting our Executive Director at 565-9196.

### Lāna`i Community Health Center HAS THE RIGHT AND/OR RESPONSIBILITY TO

Ask the proper authorities to remove from the clinic patients who are intoxicated, belligerent or a threat to themselves or others.
Report known or suspected child abuse, pesticide poisoning, animal bites, gunshot wounds and certain reportable diseases to appropriate agencies as required by law.
Respond to any patient who may voice a complaint or make a recommendation for changes to the staff or Executive Director.
Inform the patient of any potential consequences resulting from not complying with a recommended treatment.

Approved by LCHC BOD 7-19-2016

*E Ola nō Lāna`i*

LIFE, HEALTH, and WELL-BEING FOR LĀNA`I