

Patients' Rights and Responsibilities

YOUR RIGHTS AS A PATIENT

1. You have the right to receive medical care that meets the highest standards of Community Health Northwest Florida, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, gender identity or expression, age, military service, or the source of payment for your care.
2. You have the right to receive visitors of your choosing that you (or your support person, where appropriate) designate, including a spouse, domestic partner (including same-sex domestic partner), or another family member or a friend.
3. You have the right to prompt, life-saving treatment in an emergency without discrimination based on economic status or source of payment, and to treatment that is not delayed by discussion regarding the source of payment.
4. You have the right to be treated respectfully by others, and to be addressed by your proper name without undue familiarity.
5. You have the right to privacy within the capacity of the Health Center.
6. You have the right to seek and receive all the information necessary for you to understand your medical situation.
7. You have a right to know the identity and the role of individuals involved in your care.
8. You have a right to a full explanation of any research study in which you may be asked to participate.
9. You have the right to leave the health center even if your doctors advise against it, unless you have certain infectious diseases that may influence the health of others, or if you are incapable of maintaining your own safety or the safety of others, as defined by law.
10. You have the right to access your medical record.
11. You have the right to inquire and receive information about the possibility of financial assistance.
12. You are entitled to know about any financial or business relationships the health center has with other institutions, to the extent the relationship relates to your care or treatment.
13. You have the right not to be exposed to the smoking of others.
14. You have the right to take part in decisions relating to your health care.

15. You have the right to appropriate assessment and management of pain.

16. You have the right as a patient who may have limited English proficiency to have access, free of charge, to meaningful communication via a qualified interpreter either in person or by phone, as deemed appropriate. If you are a Deaf or hard of hearing patient, the Health Center will provide a certified interpreter, arranged through our Social Work/Patient Engagement staff.

17. You have the right to receive information about how you can get assistance with concerns, problems, or complaints about the quality of care or service you receive, and to initiate a formal grievance process with the health center or with state regulatory agencies.