



**The Wright Center for Community Health  
Patient Rights and Responsibilities**

**Patient Rights:**

1. A patient has the right to respectful care provided by competent personnel.
2. A patient has the right, upon request, to be given the name of all clinicians participating in this care, and the names and functions of other health care persons having direct contact with the patient.
3. A patient has the right to privacy concerning their own medical care. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
4. A patient has the right to have all records pertaining to their medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
5. A patient has the right to quality care and high professional standards that are continually maintained and reviewed.
6. A patient has the right to full information concerning their diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on their behalf to the patient's authorized person(s) on the HIPAA contact information.
7. A patient has the right to refuse treatment and/or procedure(s) offered by the clinic, to the extent permitted by law, and the clinician shall inform the patient of the medical consequences of the patient's decline of recommended treatment and/ or procedure(s).
8. A patient has the right to obtain consultation with another clinician at the patient's request and own expense.
9. A patient has the right to the clinic's services without discrimination based upon race, color, religion, sex, sexual preference, national origin or the ability to pay.
10. A patient who has limited English proficiency or limited hearing ability should have access to an interpreter.
11. A patient has the right to participate in the development and implementation of their plan of care.

12. A patient has the right to make informed decisions regarding their care, including being informed of their health status, being involved in care planning and treatment, and being able to request or decline treatment, in accord with applicable law and regulations. This right, however, must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
13. A patient has the right to formulate advance care plans and/or directives.
14. A patient has the right to receive care in a safe setting.
15. A patient has the right to access information contained in their medical records within a reasonable time frame, in accord with applicable law or regulation.
16. A patient has the right to voice complaints regarding their care, file a grievance and to have those complaints and/or grievances reviewed, and solved when possible.
17. A patient has the right to an environment that preserves dignity and contributes to a positive self image.
18. A patient has the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation, and/or harassment.
19. A patient has the right and need for effective communication with the clinic staff.
20. A patient has the right to have their cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
21. A patient has the right to have their phone calls answered promptly. All messages received by the clinic staff will be returned according to the nature of the call but no longer than 120 minutes unless deemed an emergency in which the patient will be instructed to call 911.

**Patient Responsibilities:**

1. Patients are responsible for providing correct and complete information about their health and past medical history.
2. Patients are responsible for updating clinicians on any changes in their health history.
3. Patients are responsible for following their mutually agreed upon recommended treatment plan.
4. Patients are responsible for reporting if they do not understand the planned treatment or their part in the plan.
5. Patients are responsible for what happens if they refuse the planned treatment.
6. Patients are responsible for treating others with respect. Intimidating, threatening or aggressive behaviors towards staff may be grounds for dismissal.
7. Patients are responsible for paying for their care.
8. Patients are responsible to provide accurate information needed for processing insurance coverages.
9. Patients are responsible to contact The Wright Center if they have any barrier(s) to payment of services.
10. Patients are responsible to give a 2-3 day prior notice for all prescriptions needing a refill.
11. Patients are responsible for keeping appointments. If unable to keep a scheduled appointment, the patient must call the clinic at least 48 hours in advance to reschedule.

12. Patients are responsible for respecting the property and rights of others.
13. Patients are responsible to be considerate of other patients and visitors at the clinic.
14. Patients are responsible to keep information about other patients met at the clinic strictly confidential.
15. Patients are responsible for following facility rules regarding use of tobacco products (25 feet away from all buildings), noise, use of electrical equipment, abiding by our weapons free policy, and abstaining from any illegal activity.
16. Patients are responsible for being active participants in their care and should arrive at our clinics free of drugs and alcohol. Persons under the influence of drugs and alcohol may be rescheduled.
17. For patients receiving addiction treatment services: If a relapse occurs, we ask you to be honest with your treatment team and refrain from coming to the clinic under the influence of drugs or alcohol and notify your treatment team.

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