

About Our Notice of Privacy Practices

At Santa Rosa Community Health we are committed to protecting your personal health information in compliance with the law. The attached Notice of Privacy Practices states:

- ▶ Our obligations under the law with respect to your personal health information.
- ▶ How we may use and disclose the health information that we keep about you.
- ▶ Your rights relating to your personal health information.
- ▶ Our rights to change our Notice of Privacy Practices.
- ▶ How to file a complaint if you believe your privacy rights have been violated.
- ▶ The conditions that apply to uses and disclosures not described in this Notice.
- ▶ The person to contact for further information about our privacy practices.

We are required by law to give you a copy of this notice and to obtain your written acknowledgement that you have received a copy of this notice.

Patient Grievance Policy and Procedure

The Patient Grievance Policy and Procedure is meant to enhance patient satisfaction and formally solve problems when other efforts have failed.

If something happens where you are not satisfied with the care or service provided to you, you have the right to file a grievance. You may also wish to speak to a manager instead. If you choose to file a grievance, you can request a Patient Grievance Form from the front desk. If you need help completing the form, ask a staff member for help and we will help you. The completed form will be given to the health center Site Director/Manager or senior staff member.

The staff member, supervisor, and Site Director (or designee) will discuss your grievance to determine the appropriate resolution and respond to you by telephone or letter within seven days.

Patient Bill of Rights and Responsibilities

A Patient at Santa Rosa Community Health Centers Has the Right to Expect:

- ▶ To be treated with respect and compassion regardless of race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation or economic status;
- ▶ A choice of health care providers and access to timely care including referral to emergency services;
- ▶ Care, education and counseling that is respectful of personal beliefs and values;
- ▶ To be informed about and participate in decisions regarding their care and any treatment alternatives that are available, and to be made aware of any possible risks or side effects of the proposed treatment;
- ▶ To accept or refuse treatment;
- ▶ To participate in the decision-making process during the course of care, utilize advance care directives if desired, and to decide about participation in research studies or clinical trials;
- ▶ Security, personal privacy and confidentiality of all health information;
- ▶ To review their medical records with their provider and request a copy of their medical records with reasonable notice;
- ▶ To be informed in advance charges for services;
- ▶ To be aware that we will not deny access to medical care based on ability to pay and that we offer a sliding fee scale to qualifying patients based on economic circumstances;
- ▶ Information regarding the appeal process available when care is denied for lack of medical necessity;
- ▶ A right to file a grievance and to receive a fair and timely response by the Health Center's Leadership.

We Believe That Our Patients Have a Responsibility To:

- ▶ Show respect for other patients and the healthcare staff;
- ▶ Provide accurate and complete information about all matters related to their healthcare and to be an active participant in the healthcare plan developed;
- ▶ Respect the privacy of other patients;
- ▶ Be aware of our obligation to be reasonably efficient and fair in providing care to all patients;
- ▶ Notify the healthcare provider if they do not understand their diagnosis, healthcare instructions or likely outcome of the treatment prescribed;
- ▶ Accept the consequences associated with refusal of the recommended medical plan of care;
- ▶ Be prompt in the provision of information necessary for insurance processing of bills; accept the financial obligations associated with care and to pay amounts due on the day of service;
- ▶ Use our grievance process to address any concerns that arise;
- ▶ Act in accordance with the Santa Rosa Health Centers no violence and no weapons in the Health Center policy.