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| Patient’s RightsRespect and Privacy **Respect in a caring and safe environment.**  **Personal privacy and confidentiality of your health information.**   Quality Care **To receive services regardless of your age, race, color, sexual orientation, religion, marital status, pregnancy, gender, national origin or sponsors.**  **To be treated with consideration, respect, and dignity, including privacy in treatment.**  **To be informed of services available at our health departments.**  **To be informed of provisions for off-hour emergency coverage.**  **To be informed of the charges for services, eligibility for the third-party reimbursements and, when applicable, the availability of free or reduced cost care.**  **To obtain from our health department, complete and current information concerning your diagnosis, treatment, and prognosis in terms you can be reasonably expected to understand.**  **To receive from your clinician, information necessary to give informed consent prior to the start of any procedure and/or treatment.**  **To refuse treatment to the extent permitted by law and to be fully informed of the medial consequences of this action.**  **To have the privacy and confidentiality of all information and records pertaining to your treatment at ARHS BHP.**  **To approve or refuse the disclosure of information of the contents of your medical record to any health care practitioner and/or health care facility except as required by law or third-party payment contract.**  **To review your medical record with a nurse or clinician**  **To voice grievances and recommend changes in policies and services to the agency staff, the Health Director of ARHS, or the North Carolina Department of Health without fear of reprisal. To express complaints about the care and services provided and to have ARHS BHP investigate such complaints.**  **For Customer Service issues, contact Health Department Supervisor.** |  | Patient’s Responsibilities **Tell clinic about changes in name, insurance, address, telephone number, or finances.**  **Show Medicaid, Medicare, or insurance card at each appointment.**  **Respect the confidentiality and privacy of other patients.**  **Respect the rights and property of staff, other consumers, and ARHS.**  **Cooperate and respect your public health care provider and follow rules of the clinic.**  **Read (or have read to you) all forms and information provided by ARHS staff.**  **Ask questions if you do not understand information or instructions.**  **Give correct and complete information about your health status and health history.**  **Report any changes in your health status to your public health care provider.**  **Tell your caregivers of any medications you are taking.**  **Take medications as prescribed. Do not alter prescriptions. Do not stop or change how you take medications without first discussing it with the doctor or nurse practitioner.**  **Follow the plans and instruction for care that are agreed upon with the doctor or nurse practitioner or clinician.**  **Inform your caregivers if you do not intend to or cannot follow the treatment plan.**  **Accept health consequences that may occur if you decide to refuse treatment or instructions.**  **Keep all scheduled appointments and be sure that medications will not run out between appointments.**  **Give 24 hours Notice of Cancellation. Call to reschedule.**  **Inform ARHS if you choose to terminate or transfer care.**  **Pay bill or let the clinic know about problems meeting payments.**  **Avoid use of drugs and alcohol.**  **Live a healthy lifestyle: exercise, get fresh air, spend a small amount of time in the sunshine, eat a healthy diet.** |