

Consumer Bill of Rights

Policy

It is the policy of Heartland to assure the health care system is fair and responsible to consumers' needs, as well as to provide consumers with credible and effective mechanisms to address their concerns by encouraging them to take an active role in improving their health.

Procedure

- 1) New patients will acknowledge that they have been given the opportunity to read the Consumer Bill of Rights.
- 2) The following Consumer Bill of Rights will be prominently posted in the health center:

Consumers will have the right to:

- a. Be treated with dignity and respect
- b. Know the names of people giving services
- c. Privacy and confidentiality of records
- d. Explanation of care
- e. Receive education and counseling regarding care
- f. Review medical records with a provider
- g. Consent to or refuse any care or treatment
- h. Receive services that meet individual needs
- i. Receive culturally sensitive care which does not discriminate in regard to gender, race, national origin, language, age, disability, and sexual orientation
- j. Make a complaint/grievance concerning a violation of any of the rights listed in this regulation or concerning any other matter

Consumers also have the responsibility to:

- a. Tell your health care providers the information they need to know, and clearly communicate what you want and need
- b. Be involved with your health care providers when making your health care decisions.
- c. Make sure information is understood
- d. Follow health advice and medical instructions
- e. Report changes in health condition
- f. Respect clinic policies
- g. Keep appointments or cancel at least one business day in advance
- h. Make a good-faith effort to pay your health care bills
- i. Avoid knowingly spreading disease
- j. Show respect for other patients and health workers