



Betty Jean Kerr People's Health Centers (BJKPHC) is dedicated to providing the best in health care. Along with technical expertise, we want to provide a positive patient experience by informing patients of their rights and responsibilities.

Specific Patient Rights:

BJK PHC is committed to providing you with respectful quality care as we meet your health care needs. For this reason, we want you to have a summary of **your rights** as a patient.

- You have a right to considerate, safe, quality, and respectful care.
- You have the right to participate in the development and implementation of your plan of care.
- You will not be denied access to care due to race, creed, color, national origin, sex, age, language, religion, gender identity or expression, sexual orientation, disability, or source of payment.
- You have the right to information about your diagnosis, condition, and treatment in terms and language that you can understand.
- You have the right to refuse treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- You have the right to refuse to participate in experimental treatment or research.
- You are entitled to be free from all forms of abuse or harassment.
- You have the right to make or have a representative make informed decisions about your care.
- You have the right to formulate advance directives.
- You have the right to appropriate assessment and management of pain.
- You are entitled to information about rules and regulations affecting your care or conduct.
- You have the right to know the names and professional titles of your providers and caregivers.
- You have the right to know that BJKPHC is a Federal Tort Claims Act (FTCA) Deemed Federally Qualified Community Health Center and receives Health and Human Services funding and has a Federal Public Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.
- Resident physicians, student nurses, and other supervised health care providers in training may become involved in your case. You have the right to ask if any of your health care providers are in training.
- You can request a change of provider or second opinion if you choose.
- You have the right to personal privacy and to receive care in a safe environment.

- You have the right to a prompt and reasonable response to any request for services within the capacity of the health care team.
- You have the right to express concerns or grievances regarding your care.
- You have the right to speak with providers in confidence and expect that your clinical and personal records will remain confidential, within the limits of the law.
- You have the right to see your medical record within the limits of the law.
- You have the right to an explanation of all items on your bill.

YOUR RESPONSIBILITIES:

As a patient, you and/or your representative are expected to:

- Provide complete and accurate information about all matters pertaining to your health, including present condition, past illnesses, medications, natural products and vitamins, and any other matters that pertain to your health.
- Provide complete and accurate information including your full name, address, home or cell telephone number, date of birth, Social Security number, insurance carrier, and employer when it is necessary.
- Provide your provider or the health center with a copy of your advance directive if you have one and want it to apply during your admission.
- Ask questions when you don't understand what your provider or other members of your health care team tell you about your care, diagnosis, or treatment. You should inform your provider if you anticipate problems following prescribed treatment. Inform your provider if you are considering alternative therapies.
- Keep appointments; be on time for your appointments; and call as soon as possible if you can't keep your appointment.
- Ask your provider or nurse what to expect regarding pain and pain management, and work with them to develop a pain management plan. You should tell your provider or nurse about any changes in condition, symptoms or even worries you have about taking pain medication.
- Leave valuables at home and bring only those items necessary during your health center stay.
- Abide by all health center rules and regulations.
 - Comply with the **NO SMOKING** policy.
 - Comply with the visitor policies to ensure the rights and comfort of all patients. Be considerate of noise levels, privacy, and safety. Weapons are prohibited on premises.
 - Treat health center staff, other patients, and visitors with courtesy and respect.
- Provide complete and accurate information for registration and work with the health center and billing office to make payment arrangements.
 - Know your health insurance status/coverage and related policies concerning required pre-approvals, proof of income, co-pays, covered services, admissions, and the health center and providers covered by your insurance provider.
 - Pay your health center bills in a timely manner and/or make arrangements.
 - Ask questions of your insurance company or health center and physician billing departments if there is a financial issue that you do not understand.

- Take responsibility for maximizing health habits, such as exercising, not smoking, and eating a healthy diet.
- Become involved in specific health care decisions.
- Work collaboratively with health care providers in developing and carrying out agreed-upon treatment plans.
- Disclose relevant information and clearly communicate wants and needs.
- Use the health center's internal complaint processes to address concerns that may arise.
- Avoid knowingly spreading disease.
- Recognize the reality of risks and limits of the science of medical care and the human fallibility of the health care professional.
- Be aware of a health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
- Become knowledgeable about your insurance coverage and options (when available) including all covered benefits, limitations, and exclusions, rules regarding use of network providers, coverage and referral rules, appropriate processes to secure additional information, and the process to appeal coverage decisions.
- Act in a considerate and cooperative manner; show respect for other patients and health workers.
- Make a good-faith effort to meet financial obligations.
- Abide by administrative and operational procedures of insurers, health plans, health care providers, and Government health benefit programs.
- Report wrongdoing and fraud to appropriate resources or legal authorities.
- Follow the instructions and advice of your health care team.

Questions or Concerns?

The first step is to discuss your concerns with your provider, nurse, or provider of care. If you have concerns that are not resolved, please contact the Compliance Hotline at: (314) 367-7848, ext. 1223. If your concerns remain unresolved, you may contact the Chief Compliance Officer at (314).367-7848, email:compliance@phcenters.com. You have the right to voice concerns without retaliation regarding quality of care of services and expect those concerns to be addressed according to the Health Center's Complaint Policy or to be referred to one of the following appropriate agencies: Missouri Department of Health and Senior Services, 920 Wildwood Dr. Jefferson City, MO. 65109 or 1 (573) 751-6400. For Laboratory concerns contact: Centers for Medicare & Medicaid 1-877-267-2323 x 63531 Clinical Laboratory Improvement Act). For Mammography concerns contact: American College of Radiology, 1891 Preston White Drive, Reston, VA 20191-4397 or 1 (703) 648-8900.