

## **PART II - Documents**

### **Patient Rights and Responsibilities**

*When you enroll as a patient at Families First Health Center, you are asked to sign a form saying you have read and understand the documents on the following pages. Please read them carefully, and if you have questions about them, call the Health Center Operations Director: (603) 422-8208 ext.133.*

#### **Access**

You have the right to:

- Equal access to primary medical care regardless of your race, color, religion, gender, sexual orientation, age, national origin, or ability to pay
- Access to 24-hour medical assistance and emergency care
- Comfortable and reasonable access to patient areas

#### **Privacy and Confidentiality**

Families First Health Center will comply with the Health Insurance Portability and Accountability Act in order to safeguard patient confidentiality and privacy. Families First will not release your records from our files without your written consent, except in the following cases:

- When the law or a third-party contract requires release of the records; or
- When the law permits or requires Families First to make reports to the state of New Hampshire — for instance, in cases of suspected child abuse or public health hazards.

#### **Information**

You will be fully informed of your medical condition and treatment plan. You have the right to see and examine your medical record with your medical provider. You, in turn, must provide complete and accurate pertinent information about your health, lifestyle and/or present illness.

#### **Consent**

You may discuss and request information about the procedures and/or treatments that your health care provider is recommending, the risks involved, how long it may take you to recuperate, and the

## **Patient Rights and Responsibilities (continued)**

medically reasonable alternatives and their accompanying risks and benefits. We will obtain informed consent from you before beginning any treatment or procedure. An exception may be made in an emergency when a patient lacks decision-making capacity and the need for treatment is urgent.

#### **Security**

You have the right to expect that Families First's practice and environment is safe. You are responsible for your personal possessions during your visit.

#### **Respect and Dignity**

You will be treated with consideration and respect at all times. Your dignity, individuality and cultural and/or spiritual needs will be fully recognized. You, in turn, must show similar respect for our staff by following the responsibilities and obligations outlined in our Health Center Patient Compact (page 21).

#### **Involvement in Care**

You have the right to participate in developing your plan of care. You have the right to obtain complete and current information that your health care providers have regarding your diagnosis, treatment, and prognosis. Families First Health Center will communicate in a clear and understandable way, and will take into account your primary language, any physical limitations you may have, and to the extent possible, your level of comprehension.

#### **Complaints and Comments**

You are encouraged to express any concerns, complaints or comments regarding your experience at Families First. This may be done in person, over the phone or in writing. An appropriate staff member will review each concern, complaint, or comment, and will inform you in a timely way how the issue has been resolved.

#### **Billing Information**

You have the right to request and receive a fee schedule and information concerning eligibility for third-party reimbursement or our sliding scale. *continued*→

## *Patient Rights and Responsibilities (continued)*

### **Ethical Issues Involving Care**

When conflicts arise in decisions about your care, you, your family and significant others have the right to receive an ethical consultation with caregivers, physicians, and other appropriate parties.

### **Advance Directives**

Families First will honor the intent of your Advance Directives (Living Will and Durable Power of Attorney) for health care to the degree that law and Families First policy allow.

### **Research**

You have the right to consent or to decline to participate in any proposed medical research study. If you choose to consider participating, the study will be fully explained to you before you are asked to sign a consent form.

### **Questions**

If you have questions about the Patient Rights and Responsibilities, contact Helen Taft, Executive Director, at (603) 422-8208 x120. You may also file concerns in writing by contacting:

<i>Persons <b>under</b> 60 years of age:</i>	<i>Persons <b>60 years and over:</b></i>
Licensure Coordinator	Ombudsman
Dept. Health & Human Svcs.	NH Bureau of Elderly & Adult Svcs.
6 Hazen Drive	6 Hazen Drive
Concord, NH 03301	Concord, NH 03301
1 (800) 852-3345 ext. 4592	1 (800) 852-3345 ext. 4592

## **Health Center Patient Compact**

### **Patient-Centered Medical Home Patient-Provider Responsibilities**

The health and wellness of our patients is our primary focus at Families First Health Center. Providing outstanding care to our patients is our top priority and goal. To achieve this goal, the providers and patients must work together. This working-together concept is the foundation for Patient-Centered Medical Home. (Families First has received highest-level recognition as a Patient-Centered Medical Home from the National Committee on Quality Assurance. See page 15.)

#### **Your Families First health care team will:**

- Encourage you to choose a Primary Care Provider.
- Provide evidence-based care.
- Make sure you receive timely medical care by offering same-day appointments when the office is open; giving you information about Urgent Care Centers; and having a medical provider on call 24 hours a day, 7 days a week. (Call Families First anytime, day or night, at (603) 422-8208 x1. If we are closed, you will hear instructions on how to speak with a nurse.)
- Offer a sliding-fee scale, based on income, for patients who do not have health insurance.
- Listen to your questions and concerns in order to give an appropriate response.
- Make the management and treatment plans for your condition easy to understand.
- Make sure you understand all medications prescribed and your treatment plan and goals.
- Refer you to specialists and hospitals as needed.
- Give disease-specific written educational materials to help you in self-management.

*continued →*

## Health Center Patient Compact (continued)

### As a Families First patient, we ask you to:

#### HEALTH

- Choose a Primary Care Provider at the time you become a Families First patient. (If you do not choose one, one will be chosen for you.) If at any time you would like to change your Primary Care Provider, notify any Health Center staff member.
- Ask questions about your illness; take an active role in your care.
- Give a detailed and honest health history.
- Update your health team on changes in your health at each visit.
- Take all medications prescribed as directed by your provider, and give information about any over-the-counter or herbal medications you are taking.
- Keep all scheduled appointments with your provider and other specialist(s).
- Discuss and be involved in your treatment plan with your provider.
- Know what your health insurance plan covers, what it doesn't, and requirements for referrals.
- Show respect for other patients and for Families First staff.
- Avoid using the Emergency Room in non-emergency situations. Instead call Families First or use an Urgent Care Facility. (Call Families First anytime, day or night, at (603) 422-8208 x1. If we are closed, you will hear instructions on how to speak with a nurse. Also, a list of Urgent Care Facilities on pages 16-17.
- Bring all discharge papers from Emergency Room or Urgent Care visits when you come to Families First.
- Inform your Families First provider of any medical visits, treatment or tests you have had with an outside provider if Families First did not refer you for these. Bring documents when available.

#### APPOINTMENTS

If you have scheduled an appointment, remember that we have reserved that spot especially for you. If you do not keep an appointment you have scheduled, you are preventing another patient who may really need it from having that appointment slot. So that we can give every patient the attention they deserve, we ask you to:

## Health Center Patient Compact (continued)

- **Be on time for all scheduled appointments.** If you are more than 10 minutes late you may be considered a “no-show” and/or may be asked to reschedule.
- **If you cannot keep your appointment, call us as soon as you know this.** We require 24-hour notice when canceling a dental appointment in order not to consider you a “no-show.” For medical appointments, 24 hours is preferred, but 2 hours or more is acceptable. *Please see our full No-Show and Late Policies on page 30 of this booklet for information on the consequences of not showing for an appointment or being late.*

#### PAYMENT

Families First offers a variety of payment options to make health care affordable for all our patients. So that we can continue to do this, we ask you to:

- Tell your health insurance company which Families First provider is your Primary Care Provider (PCP). **Failure to do so will result in your being responsible for the balance.**
- Make a good-faith effort to pay for services. Arrange a payment plan for balances over \$50.
- Pay fees or copayments at the time of service – or reschedule your appointment if you cannot do so.
- Be truthful about the number of family members and family income in your application for the sliding-fee scale. This is required by the federal government. Providing false information, or failing to notify us of changes, is considered fraud — for which you could be prosecuted.
- Renew your Medicaid card and/or Families First Sliding Fee Scale Application before they expire, in order to continue receiving discounted care.

If you have concerns about these expectations, please speak to the Office Manager. If you cannot meet these expectations, we will work with you to find a solution. In rare cases where no solution can be found, we may refer you to another medical practice for your care. We look forward to a caring relationship that maximizes your good health.