



Patient's Rights and Responsibilities

Welcome to Carevide

Our goal is to provide quality health care in our community. As a patient, you have rights and responsibilities. Carevide also has rights and responsibilities. We want you to understand these rights and responsibilities so you can help us provide better health care to you. Please read this statement, ask us questions you might have and sign at the bottom of the Demographic and HIPAA form that you have read and understand the Rights and Responsibilities.

Human Rights

You have the right to be treated with dignity and respect regardless of your race, religion, sex, national origin, sexual orientation, political affiliation, disability or ability to pay for services.

Payment for Services

You are responsible for giving us accurate information about your present financial status and any changes in your financial status. Carevide needs this information to decide how much you pay or private insurance, Medicaid, or Medicare pays. This information is also used to screen you and your family for other services that are available to you or healthcare at a discounted rate.

You cannot be denied treatment for Family Planning services due to the inability to pay. You have the right to receive explanations of your bill.

You must pay, or arrange to pay, all agreed fees for medical services or dental services, as provided by our policies. Patients are expected to pay at the time services are rendered.

Privacy

You have the right to have your health examination, and treatment in private. Your medical records are also private. Only legally authorized persons may see your records, unless you authorize us to show them to someone else. A complete discussion of your privacy rights is included in the "Notice of Privacy Practices". The notice details the various rights granted to you under the Health Insurance Portability and Accountability Act (HIPAA).

Health Care

You are responsible for providing Carevide complete and current information about your health or illness, so we can provide you proper health care.

You have the right to, and are encouraged to participate in decisions about your treatment.

You have the right to information and explanations in the language you normally speak and in words you understand.

You have a right to information about your health or illness, treatment plan (including benefits and risks), and expected outcomes, if known, and information regarding Advance Directives. If you are an adult, you have a right to refuse treatment to the extent permitted by law, and to be informed of the risks of refusing such care. You are responsible for the outcome of refusing treatment.

You have the right to health care and treatment that is reasonable for your condition and within our capability. If you are in pain, you have a right to receive an appropriate assessment and management, as necessary.



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Use of Photography & Video/Audio Recordings in the Health and Dental Centers

It is the policy of Carevide to protect privacy and confidentiality of its patients. This procedure specifically addressed protecting patient privacy in the taking of photographs and making video and/or audio recordings at Carevide. Photographs and video/audio recordings from any device may be taken only with prior approval from the responsible health care provider and in the patient exam room only. Staff may be photographed if they provide prior consent. Images cannot include Protected Health Information (PHI) including backgrounds such as posted patient information nor images of other individuals. Written authorization must be obtained from the patient prior to photographing of the patient for marketing of publicity purposes.

Rules

You are responsible for using Carevide services in an appropriate manner.

You have a responsibility to be courteous and respectful to Carevide staff and other patients. The center follows a strict "Zero Tolerance" policy.

You are responsible for the supervision of children you bring with you to Carevide. You are responsible for their safety and the protection of other clients and our property.

No children, other than the patient, under the age of 18 years old will be permitted in exam rooms at Carevide Dental and Carevide Women's Center. No unattended children under 12 years of age will be allowed in the waiting area. If you arrive with children and no caregiver, your appointment will need to be rescheduled.

If you have questions about using these services, please ask us.

Complaints

If you are not satisfied with our services, please tell us. Carevide wants suggestions so we can improve our services. Carevide staff will tell you how to file a complaint.

Carevide will not punish you for filing a complaint and will continue to see you as a patient. If you are not satisfied with how we handle your complaint, you may file a complaint with the Board of Directors.

Termination

Carevide can decide to stop treating you as a patient. If Carevide decides to stop treating you as a patient, you will be notified of the decision. You will be given 30 days to find another health care provider. During those 30 days, Carevide will only provide care to you for immediate, serious health conditions.

Carevide can also decide to stop treating you immediately and without notice if Carevide has determined that you have created a threat to the safety of the staff or other patients. You also have the right to receive a copy of the Carevide termination policy. If we decide to stop treating you as a patient, you have the rights to appeal the decision to the Board of Directors or through the courts. Unless there is an emergency, we will not continue to see you as a patient while you are appealing the decision.

Reasons for which Carevide may stop providing health care services to you:

1. Failure to follow Carevide rules and requirements.
2. Failure to keep scheduled appointments.
3. Intentional failure to report accurate information concerning your health.
4. Intentional failure to follow the health care program, such as instructions about taking medications personal health practices, or follow-up appointments, as recommended by your doctor.
5. Creating a threat to the safety of the staff and/or other clients.
6. Intentional failure to accurately report your financial status.