



# Patient Rights and Responsibilities

This document outlines your rights and responsibilities as a Tiburcio Vasquez Health Center, Inc. (TVHC) patient. We want to encourage you as a patient to maintain active communication with your health care team, to participate in your treatment choices, and promote your own safety by being well informed and involved in your care so that we can provide you with appropriate, timely and high quality care.

## Your Rights

**Respect and Safety:** You have the right to be treated with respect, dignity, consideration and without discrimination based on race, national origin, color, sexual orientation, sex or presented gender, religion, creed, age, or disability. You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.

**Your Medical Care:** Receive information about the nature and side effects of medications; participate in decisions regarding the treatment you receive; decline treatment based upon your understanding of the consequences of that decision; seek a second opinion concerning diagnosis or treatment plan; know the name and professional qualifications of the staff treating you; let us know if instructions provided are unclear; receive information about your medical care in your preferred language and in a way that meets your individual vision, speech, hearing, or cognition needs; formulate an advance directive and appoint someone to make health care decisions on your behalf.

**Communication:** Know in advance the time and location of your appointment and the name of your provider. Whenever possible, be informed in advance, except in medical emergencies, when your appointment must be canceled; provide authorization for us to contact you through telephone calls or by mail when we need to contact you

**Reporting:** Be informed that by law, we are obligated to report any suspicion of domestic violence, child abuse or neglect, and elder abuse; that if we determine that you may be of danger to yourself or others, we will take precautions to prevent a tragedy

**Confidentiality:** You can expect full consideration of your privacy and confidentiality in your care, exams, and treatments. All of your records and communication about your care will remain confidential unless disclose is permitted by law. You have the right to view or get a copy of your medical records.

**Quality Care:** You have the right to be satisfied with the treatment you receive, and to voice your concerns about the care you receive. If you have a concern, you may reach out to your health care team. You may also contact the Compliance and Quality Department at 510-471-5907 ext. 3298.

## Your Responsibilities

**Conduct:** You are expected to treat all TVHC staff, other patients and visitors with courtesy and respect by maintaining civil language and conduct in all interactions; abide by all health center instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the clinic; be mindful of noise levels, privacy, facility property, and be responsible for your minor children at all times.

**Accurate Information:** You are expected to provide complete and correct information, including your full name, address, home and telephone number, date of birth, social security number, insurance carrier, income and employer when it is required.

**Your Medical Care:** You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, and any other matters that pertain to your health, including perceived safety risks. If applicable, you are expected to participate in your pain management plan and to keep your health care team informed of the effectiveness of your treatment. You are responsible for the risks and consequences if you refuse treatment or do not follow the provider's instructions.

**Coverage and Payment:** You are expected to provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.

**Timeliness:** You have the responsibility to keep appointments, be on time, and call if you cannot keep your appointments.

