

**FAMILY HEALTH/LA CLINICA
PATIENT'S BILL OF RIGHTS**

1. THE PATIENT HAS THE RIGHT TO THE HIGHEST QUALITY CARE CONSISTENT WITH MODERN MEDICAL AND DENTAL PRACTICE.
2. THE PATIENT HAS THE RIGHT TO CONSIDERATE AND RESPECTFUL CARE.
3. THE PATIENT HAS THE RIGHT TO OBTAIN FROM THE CLINIC COMPLETE CURRENT INFORMATION CONCERNING HIS/HER DIAGNOSIS, TREATMENT AND PROGNOSIS IN REASONABLY UNDERSTANDABLE TERMS. WHEN IT IS NOT MEDICALLY ADVISABLE TO GIVE SUCH INFORMATION TO THE PATIENT, IT SHOULD BE MADE AVAILABLE TO AN APPROPRIATE PERSON IN HIS/HER BEHALF. THE PATIENT HAS THE RIGHT TO KNOW BY NAME THE PHYSICIAN RESPONSIBLE FOR COORDINATING HIS/HER CARE.
4. THE PATIENT HAS THE RIGHT TO RECEIVE FROM THE CLINIC SPECIFIC INFORMATION REGARDING PROCEDURE AND/OR PROBABLE DURATION OF INCAPACITATION, NECESSARY TO GIVE INFORMED CONSENT PRIOR TO THE START OF ANY PROCEDURE AND/OR TREATMENT. WHEN THE PATIENT REQUESTS INFORMATION CONCERNING MEDICAL ALTERNATIVES, THE PATIENT HAS THE RIGHT TO SUCH INFORMATION.
5. THE PATIENT HAS THE RIGHT TO REFUSE TREATMENT TO THE EXTENT PERMITTED BY LAW, AND TO BE INFORMED OF THE MEDICAL CONSEQUENCES OF HIS/HER ACTION.
6. THE PATIENT HAS THE RIGHT TO PRIVACY IN THE CONDUCT OF HIS/HER HEALTH CARE PROGRAM. THE PATIENT HAS THE RIGHT TO EXPECT THAT ALL COMMUNICATION AND RECORDS PERTAINING TO HIS/HER CARE BE TREATED AS CONFIDENTIAL, AS PERMITTED BY LAW.
7. THE PATIENT HAS THE RIGHT TO EXPECT THAT WITHIN ITS CAPACITY THE CLINIC MUST MAKE REASONABLE RESPONSE TO THE REQUEST OF A PATIENT FOR SERVICES. THE CLINIC MUST PROVIDE EVALUATION, SERVICE, AND/OR REFERRAL AS INDICATED BY THE URGENCY OF THE CASE. WHEN MEDICALLY ADVISABLE, A PATIENT MAY BE REFERRED TO ANOTHER HEALTH CARE PROVIDER ONLY AFTER HE/SHE HAS RECEIVED COMPLETE INFORMATION AND EXPLANATION CONCERNING THE NEEDS FOR AND ALTERNATIVES TO SUCH A REFERRAL.
8. THE PATIENT HAS THE RIGHT TO OBTAIN INFORMATION AS TO ANY RELATIONSHIP OF THE CLINIC TO OTHER INSTITUTIONS INsofar AS HIS/HER CARE IS CONCERNED.
9. THE PATIENT HAS THE RIGHT TO EXPECT REASONABLE CONTINUITY OF CARE. HE/SHE HAS THE RIGHT TO KNOW IN ADVANCE WHAT APPOINTMENT TIMES AND PHYSICIANS ARE AVAILABLE AND WHERE. THE PATIENT HAS THE RIGHT TO HIS/HER CONTINUING HEALTH CARE REQUIREMENTS FOLLOWING CLINIC SERVICES.
10. THE PATIENT HAS THE RIGHT TO EXAMINE AND RECEIVE AN EXPLANATION OF HIS/HER BILL, REGARDLESS OF SOURCE OF PAYMENT.
11. THE PATIENT HAS THE RIGHT TO KNOW WHAT CLINIC RULES AND REGULATIONS APPLY TO HIS/HER CONDUCT AS A PATIENT.
12. THE PATIENT HAS A RIGHT TO PARTICIPATE IN THE FORMULATION OF CLINIC POLICIES AND TO EXPRESS HIS/HER CRITICISM OF SERVICES RECEIVED TO THE MEMBERS OF THE CLINIC'S POLICY-MAKING BOARD. THE PATIENT HAS THE RIGHT TO VOTE IN THE ELECTION OF BOARD REPRESENTATIVES AND TO SERVE AS A MEMBER OF THE POLICY-MAKING BOARD, IF ELECTED. THE PATIENT HAS THE RIGHT TO BE ADVISED OF THE PLACES AND TIMES OF CLINIC POLICY BOARD MEETINGS AND TO PARTICIPATE IN SUCH MEETINGS.