



## Patient Bill of Rights and Responsibilities

Successful health care requires an ongoing, collaborative partnership between the patient and their West County Health Centers (WCHC) Care Team members. When patients and their Health Care Team take an active role in the health care goals, in an environment of mutual respect and accountability, there is a much greater likelihood of achieving the best outcomes.

### Patient Bill of Rights

West County Health Centers welcomes all patients, regardless of race, ethnicity, immigration status, national origin, religion, sex, gender identity or expression, age, ability, sexual orientation, income, or appearance.

West County Health Centers affirms that patients have the right to:

- Receive considerate and respectful care.
- Obtain from their provider current information about their diagnosis, treatment and prognosis, in terms that the patient can understand.
- Request interpretive services at no charge to the patient. Patients should not use children to interpret for them. Patients also have the right to request digital versions of written member informing materials, which will be delivered through our health portal via hyperlinks sent by text or email upon request and in a timely fashion appropriate for the materials being requested.
- Receive information from their provider necessary to give informed consent prior to any procedure or treatment, as well as how to obtain information about appropriate medical alternatives.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of their actions.
- Expect privacy in the medical care program and that all communications and records pertaining to their personal health information will be treated as confidential. The full notice of privacy and HIPAA is available upon request.
- Expect that within its capacity, WCHC must make reasonable response to the request of a patient for services, including emergency services.
- Obtain information as to any relationship of WCHC to other health care or educational institutions or professionals related to their health care.
- Be advised and have the right to refuse if WCHC proposes to engage in or perform clinical trials or research affecting their care or treatment.
- Expect reasonable continuity of care.
- An explanation and examination of the bill regardless of the source of payment.
- Be informed what health policies apply to their conduct as a patient.
- Have a choice of available WCHC providers.
- Express concerns about any of the services provided and to have those concerns reviewed and, when possible, resolved.
  - **Grievance Process:** Patients have the right to file a complaint without fear of compromising access to or quality of care. WCHC has a commitment to providing services which satisfy our consumers and provide for resolution of patient grievances to the greatest extent possible. Grievances may be completed by filling out the attached Grievance Form and either bringing it to any West County Health Centers front desk or mailing it to:

West County Health Centers  
c/o Operations Department  
PO Box 1449  
Guerneville, CA 95446



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### Patient Responsibilities

All patients are afforded the same rights and expectations of considerate care and accessibility. Similarly, West County Health Centers expects that all patients have the responsibility to:

- Provide relevant, truthful information about their health conditions and health history.
- Communicate clearly with their provider and Care Team members.
- Show respect for other patients, staff, and vendors in person, telephone, or written communications. West County Health Centers does not condone aggressive, discriminatory, or demeaning behaviors from either patients or staff.
- Proactively schedule appointments with their primary care provider when they need medical care, including routine checkups.
- Work collaboratively with their provider and Care Team members in developing and carrying out treatment plans.
- Become knowledgeable about their health care plan coverage, including covered benefits, referral rules, pharmacy benefits and the appropriate process to secure additional information.
- Make a good faith effort to meet financial obligations.
- Maximize healthy habits, lifestyle and health enhancing behaviors.
- Request information or clarification about their health status or treatment when they do not fully understand a plan of treatment.
- Utilize urgent care and/or the emergency room in cases of an emergency or as directed by your provider or your insurance plan's Advice Nurse.
- If needed, have written instructions through an Advanced Directive about your care, including a designated decision-maker, in the event you are unable to make my wishes known. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on the patient's behalf. Patients additionally have the right to designate anyone of the patient's choosing to be this decision-maker, including a spouse, non-married partner regardless of sexual orientation or gender identity, parent, friend, or other trusted person who understands the patient's health and personal care wishes.
- Have proactive ongoing written & signed permission, or give temporary verbal permission in the moment, for any authorized caregivers to speak on their behalf or receive any information regarding the patient's healthcare.
- Recognize the limits of the science of health care and the human fallibility of health care providers.

***West County Health Centers strives to create a medical home for our patients where they can be fully engaged as active partners in their health care with all members of our dedicated staff. It is important to us that patients agree to adhere to the above responsibilities and, if these guidelines are violated, additional actions may be taken, including the initiation of a patient behavior agreement.***