



PATIENT CENTERED MEDICAL HOME RIGHTS AND RESPONSIBILITIES

Patient Centered Medical Home A patient-centered medical home practice is organized around the patient. Patients are cared for by a team of health professionals who coordinate preventive and chronic care needs of patients. Patients actively participate in their care and have rights and responsibilities.

As a patient of AVENUE 360 HEALTH & WELLNESS, your rights are:

Decision Making

- To receive all medical information regarding your health.
- To help plan your care and make decisions about your care, including discussion of other options and risks.
- To give permission before any treatment is started. You may change your mind at any time.
- To choose or change your healthcare provider.

Quality of Care

- To receive care that respects your dignity and values.
- To receive care provided by skilled and well-trained staff.
- To communicate in your preferred language.

Confidentiality and Privacy

- To receive respect for personal privacy.
- To receive confidential family planning services upon request.
- To receive privacy of your medical and billing records.
- To be able to review and copy your AVENUE 360 HEALTH & WELLNESS medical records and to request amendments to your medical record.

Grievance Process

- To voice a complaint about your care or staff members without fear of retaliation.
- To receive a timely response with the results of your complaint.
- To speak with a supervisor or administrator about your concerns.

Non-Discrimination

- AVENUE 360 HEALTH & WELLNESS is not allowed to discriminate against a patient because of age, gender, disability, race, creed, color, national origin, sexual orientation, or the way the patient pays for services.

As a patient of AVENUE 360 HEALTH & WELLNESS, your responsibilities are:

Sharing Information

- To provide true and complete medical information to staff members. Incorrect information purposely provided to AVENUE 360 HEALTH & WELLNESS staff may be grounds for termination of care.
- To understand your plan of care, asking questions, and informing staff when you do not understand or when you do not think you can follow the plan of care.
- Inform AVENUE 360 HEALTH & WELLNESS staff if you get care from other professionals and bring records if available.
- Notify AVENUE 360 HEALTH & WELLNESS when you are no longer a patient.

Respect and Consideration

- To respect the needs, rights and property of other patients, family members and staff. Disruptive, abusive, vulgar, or inappropriate behavior will not be tolerated.
- To attend to your children at all times. If your child cannot be watched by an adult at all times, you will be asked to reschedule your appointment.

Involvement in Patient Centered Medical Home care

- Participate in your care by working with your health care team to provide the best care possible for you.
- To keep all scheduled appointments. If you cannot keep your appointment, call at least 24 hours in advance. If you do not call to cancel your appointment, you will be considered a "No-Show".
- To notify your provider if you have been admitted to a hospital or have been seen in the emergency room so that your follow up care can be arranged.

Patient or Parent/Guardian Signature: _____

Date: _____