



## 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: \_\_\_\_\_