

Choptank Community Health

Patient's Rights & Responsibilities

You Have the Right:

- to receive considerate and respectful health care
- to know the names and professional status of the people serving you
- to privacy/confidentiality concerning your own health care program and medical records
- to receive accurate information about your health related concerns
- to participate in choosing a form of treatment
- to consent to or refuse any care or treatment
- to a quick response to reports of pain
- to select and/or change your health care provider and to expect reasonable continuity of care
- to review your medical records with a clinician
- to receive information about services and related costs
- to examine and receive an explanation of all charges
- to receive full information and counseling on the availability of known financial resources for your health care
- to have access to an interpreter when possible if you are a non-English speaking patient
- to timely resolution of any question, complaint, or problem regarding CCHS services or procedures
- to be free from mental, physical, sexual and verbal abuse, neglect and exploitation from anyone, including CCHS staff

You Have the Responsibility...

- to seek medical attention promptly
- to be honest about your medical history
- to ask about anything you do not understand
- to follow health advice and instructions
- to report significant changes in symptoms or failure to improve
- to work with your provider & nurse on management of pain
- to respect clinic policies
- to keep appointments or cancel in advance
- to seek non-emergency care during regular business hours
- to provide useful feedback about services
- to make prompt payments on your account and be knowledgeable about your insurance coverage

Responding to Your Health Care

Please let us know what you think of the care you receive. Your honest feedback on our patient satisfaction surveys helps us improve the quality of our services.

Thank You