

# Patient Rights and Responsibilities



At Anchorage Neighborhood Health Center (ANHC), we are committed to ensuring that each patient entrusted to our care is treated with respect, compassion, and excellence. We recognize that all patients have basic rights, and we are committed to honoring these rights. Likewise, ANHC staff have a right to expect reasonable and responsible behavior from ANHC patients and visitors.

The following is a summary of rights and responsibilities that we believe serve as a foundation for a good relationship between patients and staff.

## **ANHC PATIENTS HAVE THE RIGHT TO:**

- receive high-quality, integrated healthcare from trained and licensed professionals.
- receive healthcare services regardless of age, race, creed, color, sex, sexual orientation, religion, national origin, geographic residency, the ability of an individual or family to pay, or their insurance status.
- receive language interpretation services at no additional cost.
- be treated in a caring, polite, and professional way.
- know all the available facts about their health condition(s), treatments, and possible outcomes. The patient's healthcare provider shall provide these facts to them.
- know the names of health center staff that are taking care of them and how they will help provide care to them.
- accept or refuse recommended healthcare and treatments, and be informed by their provider of the risks of accepting or refusing care or treatment.
- privacy of their health information.
- speak with and be examined in private by their provider(s) and clinical assistant(s), as appropriate.
- review their health records and obtain a copy for a reasonable fee, if applicable. Patients also have the right to request a review to potentially amend their healthcare information.
- expect health center staff to respond to their requests as quickly as is reasonably possible.
- inform ANHC when something is seriously wrong, by presenting a patient grievance/complaint. If a complaint is made, it will not affect the patient's care in any way. If the patient has a complaint or issue that cannot be resolved by the provider, caregiver or other staff, patients may contact the Director of Risk Management and Compliance at [riskofficer@anhc.org](mailto:riskofficer@anhc.org).

## **ANHC PATIENTS ARE RESPONSIBLE FOR:**

- being respectful of all ANHC staff, including using appropriate language and conduct.
- informing their provider about their present and past health conditions, hospitalizations, medications, substance use, or any other matters relating to their health history that would assist in their treatment.
- alerting staff if they do not understand what they are being told, and if they feel they will not be able to do what is being asked of them during their care.
- following their provider's instructions and treatment plan and accepting personal responsibility for any health consequences that may result from failing to do so.

- notifying ANHC if they are unable to make it to an appointment at the scheduled time/date and recognizing that repeated late/no-showed appointment may result in limitations to how they can receive services at ANHC.
- reporting any safety concerns immediately to their provider or support staff.
- identifying and authorizing member(s) of their family or an appropriate designee to review their treatment if they are unable to communicate with staff.
- observing ANHC's tobacco and drug-free campus and keeping any weapons or firearms out of the ANHC building.
- providing staff with any information needed regarding payment for their healthcare, and being responsible for payment of all services, either through third party payers or by personally making payment for any service that is not covered by insurance. This includes second opinions, consultations, fulfillment of prescriptions, or lab and x-ray services.