

ANHC Patient Rights and Responsibilities



At the Anchorage Neighborhood Health Center, 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 patients, their relatives, and friends.

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:

1. Receive high-quality, integrated healthcare from trained and licensed professionals.
2. Receive services regardless of the ability of an individual or family to pay, or their insurance status.
3. Receive language interpretation services at no additional cost.
4. Be treated in a caring, polite, and professional way that respects all people's unique culture, values, beliefs, and identities.
5. 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.
6. Know the names of health center staff that are taking care of them and how they will help provide care to them.
7. Accept or refuse recommended healthcare and treatments, and to be informed by their provider of the risks of accepting or refusing care or treatment.
8. Privacy of their health information.
9. Speak with and be examined in private by their provider(s) and care team member(s), as appropriate.
10. 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.
11. Expect health center staff to respond to their requests as quickly as is reasonably possible.
12. Inform ANHC when they have a concern, by raising 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 email feedback@anhc.org or complete a Patient Care Request Form with any ANHC staff member.

ANHC PATIENTS ARE RESPONSIBLE FOR:

1. Engaging in mutually respectful ways with all ANHC staff, to include appropriate language and conduct that aligns with ANHC's values of Respect, Compassion, Personal Integrity, Excellence, and Collaborative Spirit.
2. Openly sharing with their provider all known information 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.
3. Assisting ANHC with keeping appointments running on time by sharing their most important health need at the beginning of their appointment. Their provider will try to support any additional health concerns during the appointment if time is available. Patients with complex medical conditions or patients needing language assistance may request a longer appointment time.
4. Sharing any concerns with staff if they do not understand information that is shared with them, or if they feel they will not be able to complete their plan of care as it has been agreed on.
5. Taking an active role in following their plan of care and accepting the potentially serious health consequences that could result from not following the agreed-upon care plan.
6. Notifying ANHC as soon as possible if they are unable to make it to an appointment at the scheduled time/date.
7. Sharing any safety concerns immediately with their provider or any ANHC staff member.
8. Identifying and authorizing an appropriate designee to support them in their treatment if they are unable to communicate with staff.
9. Upholding ANHC's campus policies and following the instructions of posted signs. This includes ANHC's tobacco and drug-free campus, and a requirement to keep any weapons out of the ANHC building.
10. Accepting financial responsibility for all out of pocket portions of healthcare costs, sharing any third party payor (insurance) information with ANHC staff, updating the payor information if it changes, and partnering with ANHC staff members if they need support to pay for their care.