

CAROLINA FAMILY HEALTH CENTERS, INC. POLICY

TITLE: EXEC-305 Patient Rights and Responsibilities

EFFECTIVE DATE: April 1999

SECTION: Executive

REFERENCE PROCEDURE: N/A

RESPONSIBLE CHIEF OF STAFF: Chief Executive Officer

RESPONSIBLE COMMITTEE: Executive

REVIEWED: 10/03, 01/08, 09/11, 10/14, 05/16, 04/19, 01/29/2026

I. PURPOSE

The purpose of this policy is to outline patient rights and corresponding patient responsibilities while receiving healthcare services at Carolina Family Health Centers, Inc. (CFHC, Inc.). The patient rights aim to ensure high-quality, compassionate care provided in a respectful manner that fosters patient dignity. Correspondingly, the patient responsibilities aim to ensure an effective patient-provider relationship for optimal health outcomes.

II. POLICY

It is the policy of CFHC, Inc. to recognize and respect the rights of all patients while also conveying the responsibilities patients have when accessing the healthcare system. The elements described in the patient rights and responsibilities create trust between the patient and the provider. Trust is fundamental to this relationship and optimal health outcomes.

The basis of the patient rights and responsibilities is described below. The patient rights and responsibilities are based on the North Carolina Medical Board Position Statement on the “physician-patient relationship” and CFHC, Inc. policies and procedures.

Patient Rights

The patient rights aim to ensure high-quality, compassionate care provided in a respectful manner that fosters patient dignity. These rights are extended to every patient regardless of the patient’s race, color, national origin, sex, age, or disability (refer to *EXEC-306 Nondiscrimination Position Statement*).

Patients have a right to be treated with **dignity and respect** at all times when receiving services from CFHC, Inc. To ensure patients are treated in a professional and courteous manner:

- CFHC, Inc. maintains six core values, which are the beliefs and guiding principles that drive behavior throughout the organization. One of the six core values is respect, which CFHC defines as the commitment to accept everyone, even when they are different. Refer to *EXEC-101 Mission, Vision, and Values*.
- All officers, employees, agents, and volunteers are educated on and required to acknowledge receipt of the CFHC, Inc. Standards of Conduct upon hire and annually thereafter. *HR-200 Standards of Conduct* outlines the specific standards to which individuals are expected to adhere.

- *HR-201 Anti-Harassment and Retaliation* specifies the requirement that all employees, contractors, agents, officers, members of the Board of Directors, and other individuals doing business with or related to the business of CFHC, Inc. behave in a professional and courteous manner at all times. This policy also notes that CFHC, Inc. has zero tolerance for workplace harassment of any kind.
- CFHC, Inc. ensures staff receive Cultural Diversity and Sensitivity training upon hire and annually thereafter to help employees and managers become more empathetic toward patients and increase knowledge about people from different backgrounds, such as socioeconomic, gender, racial, ethnic, and sexual orientation. Refer to *HR-903 Staff Development & Training*.
- New employees of CFHC, Inc. are provided an *Employee Handbook* upon hire, and all employees are provided access to the *Employee Handbook* through the intranet. The *Employee Handbook* outlines employee conduct and work rules, which include descriptions of unacceptable behavior, including unprofessional behavior such as threatening, judgmental, or disrespectful comments, false accusations, or name-calling.
- CFHC, Inc. has taken reasonable steps to ensure that patients with limited English proficiency have meaningful access to services provided by CFHC, Inc. Patients with limited English proficiency receive language assistance services free of charge; refer to *EXEC-306.01 Limited English Proficiency*.
- Established practices exist to ensure services are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments; refer to *EXEC-306.02 Accommodating Persons with Disabilities*.

Patients have a right to receive adequate **communication** between themselves and members of their medical team. To ensure effective communication:

- CFHC, Inc. works under the team-based care model as outlined in *CLN-300P Team-Based Care*. The team-based care model is founded upon placing patients, families, and caregivers as an integral part of the team.
- A number of methods by which to communicate with patients exist, in addition to the face-to-face in-office visits; CFHC, Inc. staff receive and communicate with patients via telephone, patient portal, and text messaging as outlined in *RM-512 Patient Communication*, *RM-512.01 Phone Calls and Patient Porta/Telephone Messages*, and *RM-512.02 Text Messaging for Patient Care*. The procedures describe the timely return of patient communication as 72 hours.
- In efforts to communicate all significant findings to the patient, CFHC, Inc. manages laboratory and imaging test results through the electronic health record system, with the results tracked to patient communication. Refer to *CLN-200.01 Diagnostic Testing*.
- CFHC, Inc. maintains a comprehensive set of policies and procedures in compliance with the Health Insurance Portability and Accountability Act (HIPAA); *HIPAA-400.02 Request for Confidential Communications* allows patients to request communication by alternative means.
- CFHC, Inc. has taken reasonable steps to ensure that patients with limited English proficiency have meaningful access to services provided by CFHC, Inc. Patients with limited English proficiency receive language assistance services free of charge; refer to *EXEC-306.01 Limited English Proficiency*.

- Established practices exist to ensure services are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments; refer to *EXEC-306.02 Accommodating Persons with Disabilities*.

All individuals who receive care at CFHC, Inc. have a right to **patient primacy**. This right is based on a dedication to serving the interests of the patient. To ensure patient primacy:

- All officers, employees, agents, and volunteers are educated on and required to acknowledge receipt of the CFHC, Inc. Standards of Conduct upon hire and annually thereafter. *HR-200 Standards of Conduct* outlines the specific standards to which individuals are expected to adhere, which include safeguards to prevent officers, employees, agents, and volunteers from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private financial gain for themselves or others such as those with whom they have family, business or other ties.
- CFHC, Inc. maintains responsibility in responding to patient requests regarding the use of their protected health information; this includes requests for restriction on the use or disclosure of their protected health information, amendments to the protected health information, and access and inspection by the patient. Refer to *HIPAA-400 Responding to Patient Requests*.

Patients have a right to **confidentiality** to ensure that the details regarding their health are held in confidence. To ensure confidentiality:

- CFHC, Inc. maintains a comprehensive set of policies and procedures in compliance with HIPAA.
 - HIPAA-102 HIPAA Security* ensures CFHC, Inc. complies with all elements of the HIPAA Security Rule.
 - CFHC, Inc. maintains a process by which a patient can file a complaint if he/she suspects a potential privacy violation. *HIPAA-103 Privacy Complaints* outlines, in addition to the patient process, the requirement for staff to also report instances of potential non-compliance with HIPAA.
 - In the event CFHC, Inc. contracts with an outside entity or organization to perform functions or provide services on behalf of CFHC, Inc. that involve the disclosure of protected health information, the outside entity or organization is considered a business associate and must provide assurances to CFHC, Inc. Refer to *HIPAA-300 Business Associate Agreement*.
- CFHC, Inc. maintains a comprehensive set of policies and procedures for the management of information systems. Information technology data is considered to be the property of CFHC, Inc. and is treated in a confidential manner; refer to *IS-100 Management Information Systems*.

Patients have a right to expect that the healthcare team maintains professional knowledge and skills and provides services with a high level of **competence**. To ensure competence amongst individuals providing services:

- CFHC, Inc. maintains six core values, which are the beliefs and guiding principles that drive behavior throughout the organization. One of the six core values is excellence, which CFHC defines as the commitment to provide high-quality healthcare services and maintain

a focus on safety and continuous improvement. Refer to *EXEC-101 Mission, Vision, and Values*.

- Each applicant considered for hire must meet the minimum qualifications for the position as described in the position description. Applicants are fully vetted in accordance with state and federal rules and regulations, and applicable CFHC, Inc. policies. Refer to *HR-300 Recruiting and Hiring*.
- CFHC, Inc. provides a continuing education allowance, as a benefit, to all CFHC, Inc. employees. This allowance is for time away, or the cost associated with obtaining continuing education credits for the renewal of a professional license or registration or for obtaining education and training related to professional duties at CFHC, Inc. Refer to *HR-700 Wage and Salary Program*. CFHC, Inc. also conducts mandatory risk management training upon hiring and annually thereafter. Refer to *HR-903 Staff Development & Training*.
- CFHC, Inc. maintains a process for assessing and confirming the license, certification, or registration, education, training, and other qualifications of patient-facing staff. Additionally, CFHC, Inc. maintains a process of authorizing the staff's specific scope and content of patient care services. Refer to *HR-402 Credentialing and Privileging*. This process also includes the identification of staff who are required to be certified in basic life support; refer to *HR-402.02 Basic Life Support Training*.
- CFHC, Inc. maintains a standardized process through *HR-405 Supervisory Agreements* for ensuring advanced practitioners only provide services under the supervision of an appropriate clinical supervisor.
- CFHC, Inc. provides suitable identification badges for all employees, contract staff, and volunteers, as these individuals communicate with patients and conduct business as a representative of CFHC, Inc. Additionally, the identification badge is intended to serve as proof of an individual's status with CFHC, Inc. Refer to *HR-203.01 Identification of Staff*.
- CFHC, Inc. maintains a comprehensive process to conduct clinical risk management and quality improvement activities as outlined in *CLN-100 Clinical Risk Management and Quality Improvement Activities* and *DTL-100 Dental Risk Management, Operations, and Quality Improvement*. These activities are used to monitor for potential areas of risk and to devise an improvement plan to mitigate such risk. Additionally, this process outlines how clinical quality performance measures are trended and reviewed, with recommendations for procedural changes if needed.
- A peer review process is conducted on a regular basis to evaluate the quality and safety of care provided by providers at CFHC, Inc. This process is used to educate providers on clinical guidelines and best practices approach to care, to assess the providers' clinical competencies for granting of privileges, and can be performed in a focused manner based on clinical, safety, or quality concerns. Refer to *CLN-103P Medical Provider Peer Review* and *DTL-101P Dental Peer Review*.

Patients have a right to **autonomy**. Patients are encouraged to make decisions about their care without experiencing undue influence from members of their healthcare team. To ensure patient autonomy:

- CFHC, Inc. maintains a comprehensive consent process, and the consent process is outlined to staff as a communications process, not a form on *RM-506 Consents*. This process

provides an opportunity for patients to understand the benefits, risks, and alternatives to treatment recommendations and for the providers to explain these in detail.

- CFHC, Inc. maintains a process to educate patients regarding their right to be involved in decisions pertaining to their care, including documentation of Advance Directives and allowance of the patient's representative to facilitate care or make treatment decisions when the patient is unable to do so. Refer to *RM-506.02 Advance Directives*.

Patients have a right to receive healthcare services with **compassion**. To ensure healthcare services are delivered with the appropriate level of compassion:

- CFHC, Inc. maintains a process for assessing and confirming the license, certification, or registration, education, training, and other qualifications of patient-facing staff. Most licensing boards for medical and dental providers have expectations regarding the compassionate delivery of healthcare. Additionally, CFHC, Inc. maintains a process of authorizing the staff's specific scope and content of patient care services. Refer to *HR-402 Credentialing and Privileging*.

Patients have a right to receive healthcare services from providers acting in a **selfless** manner. Providers act as advocates for needed healthcare, even at the expense of the provider's personal interests. To ensure selfless behavior:

- All officers, employees, agents, and volunteers are educated on and required to acknowledge receipt of the CFHC, Inc. Standards of Conduct upon hire and annually thereafter. *HR-200 Standards of Conduct* outlines the specific standards to which individuals are expected to adhere, which include safeguards to prevent officers, employees, agents, and volunteers from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private financial gain for themselves or others such as those with whom they have family, business or other ties.

Patients have a right to receive **appropriate care**. Providers provide neither more nor less than the health problem requires. To ensure appropriate care:

- CFHC, Inc. maintains six core values, which are the beliefs and guiding principles that drive behavior throughout the organization. One of the six core values is excellence, which CFHC defines as the commitment to provide high-quality healthcare services and maintain a focus on safety and continuous improvement. Refer to *EXEC-101 Mission, Vision, and Values*.
- CFHC, Inc. provides a continuing education allowance, as a benefit, to all CFHC, Inc. employees. This allowance is for time away, or the cost associated with obtaining continuing education credits for the renewal of a professional license or registration, or for obtaining education and training related to professional duties at CFHC, Inc. Refer to *HR-700 Wage and Salary Program*.
- CFHC, Inc. maintains a process for assessing and confirming the license, certification, or registration, education, training, and other qualifications of patient-facing staff. Additionally, CFHC, Inc. maintains a process of authorizing the staff's specific scope and content of patient care services. Refer to *HR-402 Credentialing and Privileging*. This process also includes the identification of staff who are required to be certified in basic life support; refer to *HR-402.02 Basic Life Support Training*.

- CFHC, Inc. maintains a standardized process through *HR-405 Supervisory Agreements* for ensuring advanced practitioners only provide services under the supervision of an appropriate clinical supervisor.
- CFHC, Inc. provides suitable identification badges for all employees, contract staff, and volunteers, as these individuals communicate with patients and conduct business as a representative of CFHC, Inc. Additionally, the identification badge is intended to serve as proof of an individual's status with CFHC, Inc. Refer to *HR-203.01 Identification of Staff*.
- CFHC, Inc. maintains a comprehensive process to conduct clinical risk management and quality improvement activities as outlined in *CLN-100 Clinical Risk Management and Quality Improvement Activities* and *DTL-100 Dental Risk Management, Operations, and Quality Improvement*. These activities are used to monitor for potential areas of risk and to devise an improvement plan to mitigate such risk. Additionally, this process outlines how clinical quality performance measures are trended and reviewed, with recommendations for procedural changes if needed.
- A peer review process is conducted on a regular basis to evaluate the quality and safety of care provided by providers at CFHC, Inc. This process is used to educate providers on clinical guidelines and best practices approach to care, to assess the providers' clinical competencies for granting of privileges, and can be performed in a focused manner based on clinical, safety, or quality concerns. Refer to *CLN-103P Medical Provider Peer Review* and *DTL-101P Dental Peer Review*.

Patients have a right to **transparency** in billing practices. Patients must understand their costs as it relates to healthcare services, even before they agree to the services. It is also important that the costs are reasonable and affordable. To ensure transparent billing practices:

- CFHC, Inc. maintains a detailed schedule of fees for the provision of services that are within the HRSA (Health and Resources Services Administration)-approved scope of the project, are typically billed for in the local healthcare market, and to which a charge is assessed. The schedule of fees is consistent with locally prevailing rates and/or charges and is established by analyzing volume, current pricing, fees reimbursed from Medicare, Medicaid, private insurance, and a customized fee analyzer of locally prevailing rates. Refer to *FIN-136 Schedule of Fees*.
- CFHC, Inc. has implemented a Sliding Fee Discount Program that applies to all required and additional health services within the HRSA-approved scope of the project for which there are distinct fees. The Sliding Fee Discount Program assures that no patient is denied health care services due to an individual's inability to pay for such services, and assures that any fees or payments required for such services are reduced or waived. This program has a flat rate (i.e., patients only pay a single amount for the appointment and services) as well as a 30-day grace period for application completion. Refer to *FIN-116 Sliding Fee Discount Program*.
- CFHC, Inc. protects patients from surprise healthcare bills for services and items provided by CFHC, Inc. through a combination of compliance with requirements established by HRSA and the provision of a good faith estimate of charges. Refer to *FIN-139 No Surprise Act*.
- CFHC, Inc. conducts collection efforts in a respectful and culturally appropriate manner, ensuring that the collection procedures do not present a barrier to care for patients. Refer to *FIN-117 Billing and Collections*.

Patients have a right to **voice** concerns about the provision of healthcare services. It is important that when things do not go well or meet the patients' expectations, they can bring up these concerns to individuals who will listen and who can take actionable steps to a resolution. To ensure all patients have an ability to bring up concerns:

- CFHC, Inc. conducts regular patient satisfaction surveys through a third-party vendor. Refer to *RM-300P Customer Satisfaction*.
- CFHC, Inc. maintains a comment card system by which patients may provide feedback or concerns related to the delivery of services, and the organization receives, investigates, and responds to these concerns. Refer to *RM-300P Customer Satisfaction*.
- Employees are encouraged to route patients, while on-site, to an appropriate staff member or manager who can address concerns or complaints early in the process. However, some situations require a higher level of involvement within the organization; CFHC, Inc. maintains a patient grievance process for patients to voice concerns and have those concerns addressed. Refer to *RM-301 Patient Grievances*.

Patient Responsibilities

The patient responsibilities also aim to ensure high-quality, compassionate care is provided in a respectful manner that fosters patient dignity. The basis of an effective patient-provider relationship is founded in trust, and this trust is partially developed by patients' active participation in their healthcare.

In order for healthcare providers to develop appropriate treatment recommendations, the healthcare provider needs accurate health information from the patient. Just as patients should expect effective communication from the healthcare team, providers require communication from the patient regarding past and current health status. To encourage effective communication of health information:

- CFHC, Inc. maintains guidelines regarding the collection of comprehensive patient data during appointments. Refer to *CLN-500P Preparing a Patient for Examination* and *DTL-201P Dental Health History*.

To help tailor the treatment plan to patients' needs, healthcare providers need to have a full appreciation of what patients do and do not understand. Providers need patients, or their representatives, to ask questions and request additional information when needed. To encourage a full understanding:

- CFHC, Inc. maintains a comprehensive consent process, and the consent process is outlined to staff as a communications process, not a form on *RM-506 Consents*. This process provides an opportunity for patients to understand the benefits, risks, and alternatives to treatment recommendations, to ask questions, and for the providers to explain in detail.

Achieving positive health outcomes involves a combination of healthcare access, including preventative services, patient lifestyle choices, and patient habits. Part of achieving positive health outcomes relies on active participation by patients in their healthcare. To encourage active participation:

- CFHC, Inc. works under the team-based care model as outlined in *CLN-300P Team-Based Care*. The team-based care model is founded upon placing patients, families, and caregivers as an integral part of the team.

- A number of methods by which to communicate with members of the healthcare team exist, in addition to the face-to-face in-office visits; CFHC, Inc. staff receive and communicate with patients via telephone, patient portal, and text messaging as outlined in *RM-512 Patient Communication*, *RM-512.01 Phone Calls and Patient Portal/Telephone Messages*, and *RM-512.02 Text Messaging for Patient Care*. The procedures describe the timely return of patient communication as 72 hours.
- CFHC, Inc. maintains effective care management services, which is a patient-centered approach to managing patients' health, social, and behavioral conditions. CFHC, Inc. identifies patients' needs at the individual and population level to effectively plan, manage, and coordinate healthcare in partnership with the patients, families, and/or caregivers. Refer to *CLN-600 Care Management Services*.
- CFHC, Inc. has taken reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in services, activities, programs, and other benefits. As outlined in *EXEC-306.01 Limited English Proficiency*, individuals with LEP are eligible to receive language assistance services with respect to the particular service, benefit, or encounter.

For providers to adequately evaluate the effectiveness of their mutually agreed-upon treatment recommendations, providers need patients to adhere to those treatment recommendations. Adherence to treatment recommendations is central to achieving positive health outcomes. To encourage adherence:

- CFHC, Inc. works under the team-based care model as outlined in *CLN-300P Team-Based Care*. The team-based care model is founded upon placing patients, families, and caregivers as an integral part of the team.
- A number of methods by which to communicate with members of the healthcare team exist, in addition to the face-to-face in-office visits; CFHC, Inc. staff receive and communicate with patients via telephone, patient portal, and text messaging as outlined in *RM-512 Patient Communication*, *RM-512.01 Phone Calls and Patient Portal/Telephone Messages*, and *RM-512.02 Text Messaging for Patient Care*. The procedures describe a timely return of patient communication within 72 hours.
- CFHC, Inc. maintains effective care management services, which is a patient-centered approach to managing patients' health, social, and behavioral conditions. CFHC, Inc. identifies patients' needs at the individual and population level to effectively plan, manage, and coordinate healthcare in partnership with the patients, families, and/or caregivers. Refer to *CLN-600 Care Management Services*.

To meet the needs of the community and effectively schedule appointments, providers need patients seeking care to keep the appointments that they have made or cancel the appointment in advance to allow others to receive care. Additionally, it is important that patients arrive on time for their appointments as this time in the day has been specifically allotted for them. Upon scheduling of appointments and in automated appointment reminders, patients are requested to arrive 15 to 30 minutes before their appointment time to complete registration.

- To encourage attendance at appointments, CFHC, Inc. leverages technology through a patient reminder system platform. This platform was built specifically for safety-net organizations with reaching vulnerable populations in mind.

- CFHC, Inc. maintains a robust scheduling principles process to provide adequate time for both providers and patients. Refer to *DTL-300P Scheduling Principles for Dental Services* and *HIT-102.02 Scheduling Principles for Medical Services*.
- CFHC, Inc. also allows a grace period for late appointment arrivals. Refer to *DTL-118P Scheduling Principles for Dental Services* and *HIT-102.02 Scheduling Principles for Medical Services*.

To ensure ongoing healthcare activities by the organization, patients need to demonstrate financial responsibility for their agreed-upon healthcare costs. To encourage financial responsibility:

- CFHC, Inc. maintains a detailed schedule of fees for the provision of services that are within the HRSA -approved scope of the project, are typically billed for in the local healthcare market, and for which there is a charge assessed. The schedule of fees is consistent with locally prevailing rates and/or charges and is established by analyzing volume, current pricing, fees reimbursed from Medicare, Medicaid, private insurance, and a customized fee analyzer of locally prevailing rates. Refer to *FIN-136 Schedule of Fees*.
- CFHC, Inc. has implemented a Sliding Fee Discount Program that applies to all required and additional health services within the HRSA-approved scope of the project for which there are distinct fees. The Sliding Fee Discount Program assures that no patient is denied health care services due to an individual's inability to pay for such services, and assures that any fees or payments required for such services are reduced or waived. This program has a flat rate (i.e., patients only pay a single amount for the appointment and services) as well as a 30-day grace period for application completion. Refer to *FIN-116 Sliding Fee Discount Program*.
- CFHC, Inc. protects patients from surprise healthcare bills for services and items provided by CFHC, Inc. through a combination of compliance with requirements established by HRSA and the provision of a good faith estimate of charges. Refer to *FIN-139 No Surprise Act*.
- CFHC, Inc. conducts collection efforts in a respectful and culturally appropriate manner, ensuring that the collection procedures do not present a barrier to care for patients. Refer to *FIN-117 Billing and Collections*.

So that CFHC, Inc. may efficiently follow up with patients or bill for services, the patients are responsible for providing accurate contact information and financial information to the organization. To encourage accurate information:

- CFHC, Inc. maintains a registration process to collect contact information and financial information. Refer to *OPR-100P Front Office Registration Process*.
- CFHC, Inc. has implemented a Sliding Fee Discount Program that applies to all required and additional health services within the HRSA-approved scope of the project for which there are distinct fees. The application process requires a patient attestation to update the organization when information contained in the application changes. Refer to *FIN-116.01 Sliding Fee Discount Program*.

CFHC, Inc. welcomes patients of all ages and families to utilize the facilities for obtaining healthcare services and resources. However, CFHC, Inc. does not assume responsibility for the supervision of children. To encourage adequate supervision:

- CFHC, Inc. maintains a policy that encourages adequate supervision. Refer to *OPR-104 Supervision of Children*.

Just as patients have a right to be treated with dignity and respect at all times when receiving services from CFHC, Inc., all staff also have a right to be treated with dignity and respect. The healthcare environment can be stressful and chaotic at times, and it is imperative that patient behaviors do not add to stress and chaos to ensure patient safety. To encourage appropriate behavior:

- The expectation of appropriate behavior is provided to patients through the Patient Rights and Responsibilities.
- CFHC, Inc. prohibits the unauthorized photography, video or audio recordings, or other images to protect the privacy of all patients and the integrity of the provider-patient relationship. Refer to *RM-505 Photographing and Video or Audio Recording of Patients, Visitors, and Staff*.

It is the expectation that all individuals, including patients, observe safety policies and regulations and respect the property of CFHC, Inc. and others while accessing healthcare services within CFHC, Inc. facilities or through CFHC, Inc. during off-site activities. To encourage this observance:

- The expectation of appropriate behavior is provided to patients through the Patient Rights and Responsibilities.
- CFHC, Inc. has a number of policies related to safety and security. Refer to *OPR-200 Access to Security Areas, OPR-202 Safety of Employees While Working Outside of CFHC, Inc. Facilities, OPR-203 Weapon-free Workplace, EXEC-206 Tobacco-Free Health Care Environment, and OPR-300.03 Transportation of Patients*.

Violation of the responsibilities may result in termination of the patient-provider relationship. Refer to *EXEC-308 Termination of Patient-Provider Relationship*.

Patients receiving healthcare services from CFHC, Inc. are informed of their rights, as well as their responsibilities, in a conspicuous location at all CFHC, Inc. facilities where healthcare services are provided (see attachment).

III. ATTACHMENT

- *Patient Rights and Responsibilities*