



Patient Rights & Responsibilities

The staff at Nehalem Bay Health Center & Pharmacy want to work with you to keep you healthy. Whether you are here for preventive care or need help recovering from illness or injury, we want your visits to the health center to be positive.

We encourage you to take an active role in managing your health. We want you to know what you can expect from us and what we expect from you. Here is a summary of your rights and responsibilities as a patient of Nehalem Bay Health Center & Pharmacy. If you would like more information about any of this information, please ask any health center staff member.

Your Rights:

As our patient, you have the right to:

- **Considerate and Respectful Care** – Nehalem Bay Health Center & Pharmacy follows all civil rights laws and prohibits discrimination based on a person's race, color, age, religion, national origin, sex, sexual orientation, gender identity, gender expression, mental or physical ability, health condition/diagnosis, height, weight, genetic characteristics, conditions related to pregnancy or childbearing, immigration status, income status, marital status, military status, and/or any other status protected by federal, state, or local laws.
- **Privacy** – Your discussions, examinations, and treatments will be conducted in a private, safe environment.
- **Confidentiality** – We will treat your health records and our discussions about them confidentially. Except as provided by law, we will ask for your written permission before we release any information to anyone not directly connected with your care. Before you agree to let us release information, you may discuss what information will be released.
- **Responsive Service** – You have the right to expect a timely response to any reasonable requests you make regarding your health care. However, you do not have the right to insist on inappropriate or medically unnecessary treatment or services.
- **Access to Your Records** – When you request information about your health care records, you have the right to receive that information within a reasonable time frame, except in certain circumstances specified by law.
- **Written Notice** – You will receive a written "Notice of Privacy Practices" that explains how your protected health information will be used and disclosed.
- **Interpreter Service** – If English is not your first language, we will provide an interpreter at no cost to you.

- **Know Your Fees** – We will inform you of any fees that may be charged during your visit. We will also explain our payment plans.
- **Understanding** – We encourage you to participate in decisions about your health. You have the right to understand, and to request information about, the following:
 - Nehalem Bay Health Center & Pharmacy policies
 - The name and title of the person providing service to you
 - Our assessment of your health condition
 - What tests are being recommended and why
 - What treatment and/or medication is recommended and its side effects and/or significant risks
 - Alternate courses of treatment or non-treatment, and the side effects and/or significant risks associated with each.
 - Your right to refuse to participate in any research projects being conducted.
 - How to report concerns.

Your Responsibilities:

As a patient, you have the responsibility to:

Answer Questions Fully – Please provide complete and accurate information about your health to your health care team. If you do not understand why certain information is necessary, just ask. We need you to provide your current address, phone number, and insurance information when you check in for your visit and please bring your insurance card and photo ID so we can copy them for our files.

Make Sure You Understand – Ask your medical team about anything you do not understand, such as a diagnosis, treatment plan, test, or policy. Sometimes symptoms can be related to more than one possible diagnosis, and the medical team may need to try more than one treatment plan to resolve your problem.

Be Open – We welcome your feedback. Feel free to share with us anything related to your visit, from your treatment plan to your ability to pay fees.

Follow the Prescribed Plan – The most effective treatment plan is one in which all participants agree and which is followed exactly. If you refuse or choose not to comply with the instructions given to you by your healthcare provider, you will need to accept the consequences of those decisions and actions.

Report Changes – Tell us about any changes in your health or any adverse effects of your treatment. Also tell us about changes in your schedule, and please let us know at least 24 hours in advance if you cannot make an appointment. Report address, telephone number, or insurance changes.

Know Your Health Care Team – We will try to make it easy for you to know and remember the names of your health care team. Our team approach means you may see a variety of staff during your visit. They are all working together to ensure the best care for you and we will try to explain the role each one plays during your visit.

Respect your Fellow Patients, Nehalem Bay Health Center & Pharmacy Staff, and the Facility – Please show respect for your fellow patients and health center staff by treating them with dignity and courtesy. Be considerate of the facilities and equipment.

Nehalem Bay Health Center & Pharmacy is committed to creating a safe environment for care and we have a zero-tolerance policy for abusive or violent behavior towards staff, patients, and visitors. We have the right to ask you to leave the health center if you violate this policy.

Patients who refuse to follow acceptable behaviors may lose their privileges to continue to receive medical care at Nehalem Bay Health Center. Examples of inappropriate behavior include:

- Disruptive, aggressive, or abusive behavior towards healthcare providers, staff, or other patients;
- Seeking controlled substances or other unnecessary medications without a legitimate medical need;
- Fraudulent activities related to healthcare, including providing false information or misrepresenting medical conditions;
- Persistently failing to adhere to agreed-upon treatment plans, failing to attend scheduled appointments, including for referral services, failing to take medications as prescribed, or disregarding medical advice;
- Care expectations that are incompatible with the providers' abilities to provide appropriate care;
- A patient who is inactive for an extended period of time, and who cannot be reached by MyChart, telephone, or certified letter, so that we are not able to provide effective care or contact them for necessary follow-ups.

Patients who are informed that they can no longer receive medical care at Nehalem Bay Health Center can appeal the decision by submitting a Patient Termination Appeal Form, which can be requested by calling 1-800-368-5182, Ext. 172.

Pay Your Fees – Your fees should be paid at the time of your visit. If this is not possible, please make payment arrangements with our Billing Specialist. Payments can be made online via MyChart as well. As a Federally Qualified Health Center, Nehalem Bay Health Center & Pharmacy has programs available to help patients who may have difficulty paying their health care bills. If you have concerns about your ability to pay, please ask to speak with our Billing Specialist, who may be able to help.

Patients who refuse to pay their co-pays or outstanding balances, or refuse to participate in a payment plan, may not be able to continue to receive care at Nehalem Bay Health Center.

Face Masks – If you are feeling sick, we ask that you wear a mask when you come in for your appointment or to visit the pharmacy to help ensure the safety of other patients and our staff. If you do not have a mask, they are available as you enter the building.

Please do not wear perfumes or scented lotions – We ask that you not wear heavily-scented perfumes or lotions when you visit the health center or pharmacy, as they can trigger breathing issues or allergic reactions in other patients and/or staff.

Maximize Healthy Habits – Many health care problems can be avoided through healthy habits like staying active and maintaining a healthy weight. Take responsibility for your health by exercising, eating a healthful diet, and not smoking or drinking alcohol excessively, and by joining one of our health-related classes.

What we expect from you as a patient:

- *We expect you to keep your scheduled appointments. We know that sometimes this is not possible. If you do need to cancel your visit, we request that you give us at least 24-hours' notice.*
- *We expect you to be involved in your own health and follow the care team's instructions.*
- *We hope to see you at least annually for your yearly physical exam and other tests or vaccinations you may need.*
- *If you are hospitalized for any reason, you should call us after you have been released from the hospital's care. It is important for you to follow up with your care team at Nehalem Bay Health Center & Pharmacy so we can work with the hospital, if necessary, on your recovery and ongoing health care needs.*

I have reviewed, and I understand, the above information.

Signature

Date

Printed Name