



PATIENT BILL OF RIGHTS

Before receiving treatment, you have the **RIGHT** to:

- 🌱 Receive written information about your rights and responsibilities.
- 🌱 Request information about policies, procedures, services and charges.
- 🌱 Know payment policies and your payment responsibilities.
- 🌱 Know the name and title of everyone providing services to you.
- 🌱 Choose your provider.
- 🌱 Know the governing agencies of the PureView Health Center.

As a patient, you have the **RIGHT** to:

- 🌱 Receive fair, considerate, respectful, and quality care.
- 🌱 Information about your diagnosis and treatment options.
- 🌱 Participate in making decisions about your treatment plan.
- 🌱 Accept or refuse treatment and be informed of the consequences.
- 🌱 Receive clinically approved treatment to alleviate pain when the treatment is appropriate, necessary, and meets your health care needs.
- 🌱 Privacy of personal information and confidential treatment.
- 🌱 Have access or a copy of your records by making a written request.
- 🌱 Make written or verbal complaints to the Executive Director.
- 🌱 Recommend changes or make complaints without repercussions.
- 🌱 Know our procedures for living wills and advance directives.

As a patient, you have the **RESPONSIBILITY** to:

- 🌱 Show respect for other patients and health care workers.
- 🌱 Work cooperatively with staff and carry out agreed-upon treatment.
- 🌱 Ask questions, if you disagree or do not understand your treatment.
- 🌱 Recognize the limits of science and medical technology.
- 🌱 Always provide complete, honest, updated health information.
- 🌱 Cancel or reschedule when you are unable to keep an appointment.
- 🌱 Provide proof of insurance and/or income, initially and as requested.