

MEMBER BILL OF RIGHTS

HANDOUT

HLC strives to provide comprehensive, quality healthcare in a spirit of personal caring, safety and concern. In an effort to accomplish this goal, we believe that you have the responsibility and right to make decisions regarding your healthcare. These rights and responsibilities fall under two categories; federal patient rights and HLC specific member rights.

Federal Patient Rights:

- Receive impartial access to treatment. Treatment will be provided to our members regardless race, color, national origin, sex, sexual orientation, gender identity, age or disability
- Have cultural and personal values, beliefs, and preferences respected.
- Be treated by medical and non-medical staff with consideration, dignity and respect, in a safe environment that is free from all forms of discrimination, abuse, neglect, harassment and/or exploitation.
- Access protective and advocacy services or have these services accessed on your behalf.
- Examine and receive an explanation of your medical bill regardless of source of payment.
- Information regarding which rules and policies apply to your conduct while you are a patient.
- Receive appropriate assessment and management of pain.
- Receive treatment which is appropriate and complies with the standard of care in the community.
- Receive reasonable continuity of care.
- Be informed of continuing healthcare treatments and requirements.
- Selecting your primary care clinician.
- Have knowledge of the name of the provider who has the primary responsibility for coordinating your care and the names of other providers and non-provider staff who are involved in your treatment.
- Seek a second opinion and to seek specialty care.

- Have your primary care provider notified promptly of your admission to the hospital.
- Have a family member or representative of your choice notified promptly of your admission to the hospital.
- Leave the facility even against the advice of your provider.
- Receive information from your provider about your illness, course of treatment, outcomes of care (including unanticipated outcomes), and your prospects for recovery in terms that you can understand to allow for effective communication.
- Participate in the development and implementation of your care and actively participate in decisions regarding your medical care. To the extent permitted by law, this includes your right to request or refuse treatment.
- Obtain from your provider information concerning current diagnosis, treatment plan (including risks and benefits), alternate plans and prognoses in order to give informed consent or refuse treatment. In the event that you choose to refuse treatment, you have the right to be informed of the medical consequences of that decision. Upon refusal of prescribed treatment, a negative consent form will be provided for your signature.
- Be advised if the medical practice or your provider(s) propose to engage in or perform human experimentation affecting your care. You have the right to refuse to participate in such research projects. Your refusal to participate or your choice to discontinue participation in research, investigation and/or clinical trial will not compromise your access to care, treatment and services. Should you choose to participate in research, investigation and/or clinical trials, you have the right to full support and respect of all of your patient rights, including the right to a fully informed consent process as it relates to the research, investigation and/or clinical trial. All information that is given to you as a participating subject will be contained in the medical record or research file, along with all consent forms.
- Formulate advance directives regarding your healthcare, and have staff and practitioners who provide care in the medical practice comply with these directives to the extent provided by state laws and regulations.
- Be informed that all information concerning your medical care and records will be treated in a confidential manner. Written permission will be obtained from you, or the person who has legal responsibility to make decisions for you, before medical records are released to anyone not directly related and/or involved in your care.
- Access information contained in your medical record within a reasonable time frame, including access to disclosures of protected health information in accordance with law and regulations.
- Receive a response to any reasonable request for service.

HLC Member Specific Rights

- Access to an Integrative multi-professional care team.
- Opportunity for member, family, and community educational programs held by HLC providers.
- Have all of your Membership rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.
- Be aware that this organization is committed to high standards of care, safety and hospitality for patients and their families.

* Please note that HLC is not a retainer medical practice. We do not require a membership fee. Being a member and paying any voluntary membership fee does not entitle you to a defined set of medical or health services (ie a set number of visits/treatments per month). Instead, you may access any service offered as a primary care clinic through insurance that we accept or on a sliding scale for the specific service you seek and these services may change over time.