

CAMILLUS HEALTH CONCERN, INC.

CONSUMER RIGHTS

- You have the right to receive the best care indicated for your problem regardless of your gender, race, color, religion, national origin, age, economic status, disability, sexual orientation, or lifestyle.
- You have the right to be treated respectfully by others and to be addressed by your proper name without undue familiarity.
- You have the right to confidentiality of all records and communications. However, there are limitations to maintaining confidentiality; for example, under the law we are mandated to report the abuse of children, elderly, and disabled. If you have any questions, please ask us.
- You have the right, under the Health Information Portability and Accountability Act (HIPAA) to have your private health information protected with regard to privacy, confidentiality, and security.
- You have the right to review your medical records, to request amendments, and to request copies of your medical records.
- You have the right to know all services available at Camillus Health Concern, Inc. (CHC).
- You have the right to know that when the health center is closed you can contact your health care provider by calling (305) 577-4840.
- You have the right to know that all CHC health care providers are licensed professionals and experienced in the provision of health care.
- You have the right to seek and receive easily understood information necessary for you to make informed decisions about your health, social, or psychological situation, including an explanation of all procedures and treatments, and including information about your health care plan, if applicable.
- You have the right and responsibility to participate in decisions related to your care.
- You have the right to appropriate emergency services by contacting 911, or going directly to the nearest emergency room, or, if necessary, by referral from a CHC health care provider.
- You have the right to refuse care by any health care provider and to request a different health care provider if one is available.
- You have the right to refuse treatment to the extent permitted by law and be informed of the consequences of that action.
- You have the right to know when students are to perform specific examinations or treatments that pertain to your care.
- You have the right to refuse participation in any research study or project.

GRIEVANCES

- If you feel you are not being treated fairly or properly, you have the right to formally address your complaint or problem by filing a grievance; however, we encourage you to first speak with a supervisor so that the problem can be immediately resolved.
- We have a grievance process, which allows for you to discuss your concerns with CHC Management. To register a grievance:
 - You may request a grievance form at the reception desk, or
 - You may write a letter to: Executive Director
Camillus Health Concern, Inc.
336 N.W. 5th Street
Miami, FL 33128

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CONSUMER RESPONSIBILITIES

- You have the responsibility to be considerate and courteous to other clients and Camillus staff.
- You have the responsibility and the right to participate in decisions related to your care.
- You are responsible to be open and honest with us about instructions you receive concerning your health. Let us know immediately if you do not understand them, or if you feel you cannot follow them.
- You are responsible to bring with you information about past illnesses, hospitalizations, medications, and other matters related to your health and/or social history.
- You are responsible to be on time for scheduled appointments, or to contact us if you cannot make the appointment.
- You are responsible to know and follow the Camillus Code of Conduct (see posting in waiting room).