

# Churn Creek Healthcare

## Patient Rights and Responsibilities

### Every Patient Will Receive Courteous And Respectful Treatment

#### Rights

You have a right to be treated with dignity and respect. Churn Creek Healthcare (CCHC) provides services to residents of Shasta County and their families living within our service area. These services are provided through equal access, treatment and consideration.

- Staff shall introduce themselves and explain the care they will provide.
- Staff shall be courteous to you and your visitors.
- Your cultural and religious beliefs shall be respected and accommodated, as appropriate.
- To be addressed in a manner that is comfortable to you.
- Communication assistance as needed.

Referral for additional required services not available at the CCHC.

#### Responsibilities

You have a responsibility to be considerate and to make your needs and expectations known.

If you feel you are not being treated appropriately, please let the staff know. You have a responsibility to be considerate and to make your needs and expectations known.

- Treat the CCHC staff with the same respect you are given.
- You are responsible for keeping your scheduled appointments and call in advance if you can not make your appointment.
- You are responsible to wait in the waiting area until called.

You are responsible for ensuring the safety and courteous behavior of your children.

### Care and Treatment

#### Rights

You have the right to be fully informed regarding your care and treatment and to participate in the planning and implementation of your care. You can expect the following:

- To receive adequate information to make treatment decisions.
- To have your plan of care periodically reviewed with you.
- To choose whether or not to participate in research studies.
- To have access to a copy of your medical records within a reasonable timeframe when requested.
- Continuity and coordination of your care during each visit to the clinic.
- Adequate planning to assist in the transition to other levels of care including home care, as appropriate.
- Consideration of your emotional and spiritual needs as well as physical needs.

#### Responsibilities

You have a responsibility to provide complete and accurate information to your physician and clinic staff and to follow your treatment plan.

- Report any changes in your condition on a timely basis.
- Ask questions regarding your care and treatment.
- Participate in planning your care, as appropriate.
- Request assistance as appropriate to minimize the risk of falling and injury.
- Ask questions and clarify information regarding the cost of your care.

Be aware of your insurance coverage and provide CCHC with the most up-to-date information.

### Eligibility

#### Rights

You have the right to receive services for your care and treatment providing you completes all requirements of eligibility:

- To be given assistance in completing paperwork.
- To understand why you are applying for an

Alternate Resource.

#### Responsibilities

You have a responsibility to provide complete and accurate information to the clinic personnel. CCHC policy states: all patients seeking services must call the clinic to schedule and complete the registration appointment prior to being seen for their first health care appointment. At the registration appointment it is the responsibility of the patient to supply all the required documentation including but not limited to:

- Current state driver's license or state identification card.
- Social Security Card or number.
- Current Medi-Cal or compliant Medi-Cal denial.

### Healthcare Decisions

#### Rights

Every patient has the right to informed consent. This means you have the right to make decisions regarding your care including the right to refuse treatment. You also have the right to formulate an advance directive to assure that your wishes will be carried out if you are unable to make decisions for yourself. You can expect the following:

- An explanation of your condition, the risks and benefits of the proposed treatment and alternative treatments.
- Your physician and clinic staff shall comply with your advance directive to the extent permitted by law and in keeping with the philosophy of CCHC. Advance Directive is a document stating your choice about medical treatment. They are signed in advance (before you become unable to communicate) to let your doctor or other health care providers know your requests concerning your medical care.
- You and/or your significant other may access appropriate consultation regarding any ethical issues arising in your care.

The patient has the right to name someone to make decisions about their medical treatment when they are unable to make those decisions.

#### Responsibilities

- You have a responsibility to make informed decisions.
  - Ask as many questions as you need to fully understand your condition and treatment options.
  - Consents should only be signed when you are comfortable that you have received sufficient information and your questions have been answered.
  - Inform the clinic staff if you have an advance directive and provide the most recent copy.
- If you are concerned about your future health care, our staff can help you prepare a Durable Power of Attorney for Health Care (advanced directive). Please contact a clinic receptionist or tell your physician you want to create an advanced directive. They will refer you to a staff member who can help you.

### Safety

#### Rights

You have the right to receive care in a safe and secure environment and to expect reasonable steps to ensure your safety and security during the provision of care. You can expect the following:

- Care provided by qualified, competent staff.
  - Freedom from all forms of abuse - verbal, physical, psychological/emotional, and sexual.
  - Freedom from physical and chemical restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.
  - To access protective services as appropriate.
- Patient and family education about your role in safety management, such as patient identification, hand hygiene, proper isolation techniques, restraints and seclusion, medication management, surgical site identification, skin breakdowns, falls and pain management.

#### Responsibilities

- You have a responsibility to adhere to appropriate clinic policies you are informed about.
- CCHC is a smoke-free facility. No smoking is

allowed inside the building or near any doors. A smoking section is located in the back of the building. Please respect CCHC property.

- NO alcoholic beverages on the property.
- NO narcotics or medicines for self-administration while at the clinic.
- NO firearms, ammunition or other types of weapons.

### Privacy and Confidentiality

#### Rights

You have a right to privacy during the provision of care and discussions regarding your care and treatment and to the confidential handling of your medical record. You can expect the following:

- To have the door closed and, if available, the curtain around your exam table pulled during care and treatment.
- To have your identity as a clinic patient protected, if requested or required by law.

- Only authorized individuals will have access to your medical record and protected health information. Your medical record and protected health information will not be released to individuals outside of CCHC without your written consent, except as governed by law.

To be given access to CCHC policies which describe how medical information about you may be used and disclosed and how you can get access to this information.

#### Responsibilities

- You have the responsibility to respect the privacy of others.
  - Maintain a quiet atmosphere by avoiding loud talking, laughter and limiting the number of visitors accompanying you.
- Telephones, televisions, radios and lights should be used in a manner agreeable to others and consistent with clinic policies

### Complaints

#### Rights

You have the right to voice complaints/ grievances and to recommend changes in policies and services to clinic staff and/or to outside representatives of your choice. You can expect the following:

- A timely response to all complaints.
  - There will be no coercion, discrimination or reprisal when complaints are reported.
- A thorough investigation of the situation and the implementation of corrective action, as appropriate.

#### Responsibilities

- You have a responsibility to address any concerns/complaints regarding your care.
- Complaints and grievances may be directed to the staff most directly involved in the situation and/or to the department head or administration. Patients may request an Incident Report from the receptionist or Health Services Administrative Assistant. A thorough investigation of the situation will be conducted and the appropriate corrective action will be taken.

**If you have a grievance you may contact the following:**

**Partnership Health Plan of California**

**Attention: Grievance Unit  
4665 Business Center Drive  
Fairfield, CA 94534**

**800-863-4155**

**Fax—707-863-4351**