

Neighborhood Health

Patient Bill of Rights:

While you are a patient of the services of Neighborhood Health our staff wants you to know what to expect of us and what we expect of you.

As a patient of Neighborhood Health, you have the right to:

- Have access to primary care services that are medically indicated and described as "core services" by the Bureau of Primary Care of the Department of Health and Human Services
- Receive care with respect to dignity
- Make decisions about your treatment or refuse treatment under applicable laws. (You are responsible for your actions if you refuse treatment or do not follow the instructions of our staff)
- Personal privacy and confidentiality in accordance with Virginia Law
- Choose your health care provider
- Know the identity and role of the individual(s) caring for you, as well as which doctor or nurse practitioner is primarily responsible for your care
- Be informed by your treating physician of any continuing care needs that must be addressed
- Access to emergency services
- Access to your medical records
- Receive receipt for payment of services
- Be informed about the Health Center's rules and regulations, including how patient complaints are addressed