

# Patient Information



## Clients Rights

For all Human Services programs, every client:

- Has the right to considerate and respectful treatment.
- Can expect complete and current information regarding his/her diagnosis, treatment, care plans and prognosis in terms and language the client can be reasonably expected to understand. In cases in which the primary care provider decides it is not advisable to give the information to the client, the information may be made available to an appropriate person in his/her behalf.
- Has the right to know by name and specialty the person responsible for his/her case coordination.
- Has the right to every consideration of his/her social, religious and cultural traditions.
- Has the right to privacy and respect as it relates to his/her care program. Case discussion, consultation, examination and treatment are confidential and should be dealt with as such.
- Has the right to expect prompt, reasonable response(s) to his/her questions.
- Has the right to inquire and review information concerning how the Fond du Lac Human Services Division relates to other health and social services agencies in relation to his/her care. Please refer to the Medical Clinic Policy and Procedure Manual.
- Has the right to expect reasonable continuity of care.
- Shall be fully informed of services available in the Fond du Lac Human Services Division, related charges/fees and days and times of office hours.
- Has the right participate or refuse participation in his/her care planning.
- Will be encouraged or assisted to understand and exercise his/her client rights. Clients will be encouraged to voice their grievances, recommendations for policy or service, changes to representatives of his/her choice without restraint, interference, coercion, discrimination or reprisal.
- Will be assured of confidentiality in the treatment of his/her records. Written client approval is required for record release outside the Fond du Lac delivery system, except where otherwise provided by law, third party payment contract, or routine use.
- Will not be expected to perform services for, or any way feel obligated to the Fond du Lac staff.
- Has the right to refuse to participate in experimental research.
- Has the right to change primary physicians or dentist if other qualified physicians or dentist are available within the organization.
- Has the right to express grievance and/or offer suggestions to the organization by contracting the Division Director.

## Patient Responsibilities

- Keep all appointments. Notify us as soon as possible if you need to miss your appointment.
- Treat staff with respect and courtesy.
- Provide staff with accurate information including medications, over the counter medications, allergies, hospitalizations or other medical history.
- Follow agreed upon treatment plan and participate in care.
- Participate in your Patient Centered Medical Home.