



Patient's Bill of Rights and Responsibilities

Noble Community Clinics believes the Patient's Bill of Rights and Responsibilities will contribute to high-quality collaborative care, recognizing that providers and clinical staff have certain responsibilities to our patients and our patients have certain rights and responsibilities to Noble Community Clinics.

Patient's Rights

Information Disclosure: Patients have the right to receive accurate and easy-to-understand information so they can make informed decisions about their health care. Patients have the right to be informed of services available and their respective fees, as well as related charges for non-covered services for which they will be responsible. Patients have the right to know the names of their providers and members of their care team. Patients have the right to be informed about the organization's rules and regulations that apply to them. Patients have the right to be informed of any existing or potential relationship between Noble Community Clinics and other health/educational agencies or individuals participating in their health care.

Participation in Treatment Decisions: Patients have the right to be informed by their Provider of their diagnosis, treatment, and prognosis in easily understood terms; to be offered the opportunity to participate in planning their medical treatment and any referrals. Patients have the right to give informed consent prior to receiving care.

Respect and Non-Discrimination: Patients have the right to be treated with consideration, respect, and full recognition of their dignity and individuality and to be free from mental and physical abuse. Patients have the right to receive the best available healthcare regardless of age, sex, race, color, religion, language, economic status, disability, sexual orientation, or national origin.

Interpretation: Patients have the right to receive information in a language that they understand through an interpreter, and translation or interpretation of vital documents, at no cost.

Confidentiality: Patients have the right to privacy and confidentiality in their interactions with staff members and of their medical records as outlined in NOBLE COMMUNITY CLINICS's policies and procedures.

Medical Records: Patients have a right to access their medical records and request copies. Electronic medical records may be accessed via MyChart and paper copies may be requested following NOBLE COMMUNITY CLINICS's policies and procedures.

Complaints and Appeals: Patients have the right to a fair and efficient process for resolving differences with their Providers or Noble Community Clinics staff free from restraint, interference, coercion, discrimination, or reprisal. Complaints may be presented in person or in writing. A follow-up response will be given to the patient in a timely manner, either in person or via telephone, electronic or written communication.

Patient Responsibilities

Patients have the responsibility to let their Provider and/or care team know about any changes in their medical condition and to report circumstances that may be negatively impacting their health and/or health outcomes.

Patients have the responsibility to let their provider know if they do not understand any aspect of their care.

Patients have the responsibility to participate in the decision-making process regarding their care and to follow the treatment plans set up for them. This includes keeping appointments and/or canceling at least 24 hours in advance when necessary.

Noble Community Clinics Staff have the right to:

Be treated with dignity and respect.

Be protected from verbal, physical, and/or sexual mistreatment or intimidation at all times including and not limited to: Being communicated with in a respectful and non-threatening manner.

Having patients and anyone accompanying them maintain appropriate distance and avoiding aggressive postures end services at any time due to verbal, physical, and/or sexual mistreatment, or intimidation.

If we ask a patient to change their behavior and the behavior does not change, they may be asked to leave and come back another day. If the undesired behavior continues, the patient may be dismissed from services and Noble Community Clinics properties.

I acknowledge that I have received a copy of the Noble Community Clinics Patient's Bill of Rights and Responsibilities and that I agree to abide by its terms.

Participant/Client Signature: _____ Date: _____

Participant/Client Name Printed: _____