



Patient's Bill of Rights and Responsibilities

Noble Community Clinics (Noble) believes that a clear Patient Bill of Rights and Responsibilities supports high-quality, collaborative care. This document outlines the rights our patients can expect when receiving services and the responsibilities they share in partnering with our providers and clinical staff. Our goal is to promote mutual respect, safety, and shared decision-making so that every patient receives equitable, effective, and respectful care.

Patient's Rights

Information Disclosure: Patients have the right to receive accurate, culturally and linguistically appropriate information that supports informed decision-making about their health care. They have the right to be informed of available services, associated fees, and charges for non-covered services. Patients have the right to know the names and roles of their providers and care team members, and to be informed of the organization's rules and regulations that apply to them. They also have the right to be informed of any existing or potential relationships between Noble Community Clinics and other agencies or individuals involved in their care.

Participation in Treatment Decisions: Patients have the right to receive clear and understandable information from their clinical provider about their diagnosis, treatment options, and prognosis. They have the right to participate in planning their care and any referrals, to give informed consent before treatment, and to refuse treatment except as otherwise permitted by law. Patients have the right to obtain another clinical opinion prior to any procedure. Patients have the right to receive an itemized copy of the bill for their services, an explanation of charges, and description of the services that will be charged to their insurance.

Respect and Non-Discrimination: Patients have the right to be treated with dignity, respect, and recognition of their individuality, and to be free from abuse, neglect, harassment, or exploitation. They have the right to receive equitable, high-quality care regardless of age, sex, race, color, religion, language, national origin, disability, economic status, sexual orientation, or other protected characteristics.

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 of their health information—whether written, electronic, or verbal—in accordance with HIPAA and Noble's policies and procedures.

Medical Records: Patients have the right to access their medical records, request copies, and request corrections of inaccurate information. Electronic records may be accessed through MyChart, and paper copies may be requested by completing a Release of Information form and following Noble's policies and procedures.

Complaints, Grievances, and Appeals: Patients have the right to a fair and timely process for resolving concerns about their care or interactions with Noble staff. They are protected from restraint, interference, coercion, discrimination, or retaliation when expressing a complaint. Concerns may be submitted in person or in writing, and Noble will provide a prompt follow-up response. Patients acknowledge that they have been informed of their rights and how to use the grievance process before treatment begins, and a copy of Noble's Patient Grievance Form is available upon request.

Patient Responsibilities

Communicating Changes in Health: Patients are responsible for actively participating in their care by informing their provider and care team of any changes in their health, symptoms, or circumstances that may affect their well-being or treatment outcomes. This includes sharing social, emotional, or environmental factors that may negatively impact their health.

Asking Questions and Seeking Clarification: Patients are responsible for letting their provider know whenever they do not understand any part of their care plan, instructions, or treatment recommendations, so that information can be explained in a clear and understandable way. This supports effective communication and informed decision-making.

Patient Conduct: I understand that I may be dismissed from services or subject to corrective action for being disruptive, threatening, or violent behavior towards staff or others; possession of illegal substances, willful property damage, or theft; or breaching patient confidentiality or encouraging others to do so. Patients must supervise their children while in any Noble facility.

Participating in Care & Cancellation, Reschedule, and Missed-Appointment Policy: Patients are responsible for actively participating in their care by following mutually agreed-upon treatment plans and communicating any challenges that may affect their ability to do so. This includes keeping all scheduled appointments and providing at advance notice when cancelling or rescheduling. An appointment may be considered a “Missed-Appointment” if:

- The patient does not arrive for the appointment;
- The patient arrives so late that the planned services cannot be completed in the remaining time; or
- The patient cancels without advance notice.

For patients, a warning letter is issued after a ‘Missed-Appointment’. Appointments will be rescheduled if the patient contacts the clinic; however, patients who have three Missed Appointments within a 12-month period may be placed on walk-in status or same-day schedule.

Noble Staff Rights

Be Treated with Dignity and Respect: Staff must be able to work in an environment free from verbal abuse, physical aggression, sexual harassment, intimidation, or other threatening behavior.

Expect Safe and Respectful Communication: Patients and anyone accompanying them must communicate in a calm, respectful, and non-threatening manner. This includes maintaining appropriate personal space, refraining from aggressive postures or gestures, and following staff instructions intended to maintain safety.

Discontinue or Modify Services When Safety Is Compromised: If verbal, physical, or sexual mistreatment or intimidation occurs, staff may end the visit immediately and request that the patient leave the premises.

Expect Behavior Change When Addressed: If a patient is asked to correct inappropriate behavior and the behavior does not improve, the patient may be instructed to leave and return another day. Continued unsafe or inappropriate behavior may result in dismissal from services and exclusion from Noble Community Clinics property.

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:

Patient Signature/Parent if Minor/Power of Attorney/Guardian

Date