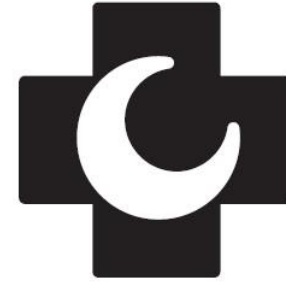




COUNTRY DOCTOR
COMMUNITY CLINIC



CAROLYN DOWNS
FAMILY MEDICAL CENTER



AFTER HOURS
CLINIC

COUNTRY DOCTOR COMMUNITY HEALTH CENTERS

Patient Handbook

- Last Revised: September 2019 -

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Our Mission:

The mission of Country Doctor Community Health Centers is to improve the health of our community by providing high quality, Caring, culturally appropriate primary health care that addresses the needs of people regardless of their ability to pay.

In order to accomplish this mission in a way that is consistent with the values of the organization, programs and policies must be established which:

- ◆ Respect the dignity of patients, Board members and staff members;
- ◆ Are determined and implemented by Board and staff members who reflect the communities served;
- ◆ Allow us to employ highly competent professional staff;
- ◆ Are responsive to the community;
- ◆ Are developed to conform to standards of integrity and justice;
- ◆ Encourage an atmosphere of openness and honesty;
- ◆ Establish a compassionate, trustful workplace;
- ◆ Attract, empower, and retain staff;
- ◆ Support the education and training of a future community health center work force;
- ◆ Have a positive impact on the community;
- ◆ Take into consideration non-financial barriers to care;
- ◆ Promote quality of care and good service;
- ◆ Are established through a deliberative process;
- ◆ Exemplify the organization's commitment to the diverse communities we serve;
- ◆ Are cost-effective;
- ◆ Are delivered in a humane, caring environment; and
- ◆ Maintain a commitment to patient advocacy and social justice.

Our Clinics Welcome You:

Please take a few minutes to read this booklet.

This handbook was created to help you better use our clinics and the services we provide.

It describes the services we offer and provides other important information about our clinics.

If you have questions, please ask any clinic staff person.

We are always happy to help you.

Thank you for choosing Country Doctor Community Health Centers (CDCHC). If you are new to us, we welcome you and your family. If you have used our clinics before, we are happy that you have decided to continue your care with us. The staff at Carolyn Downs Family Medical Center (CDFMC), Country Doctor Community Clinic (CDCC), and our After-Hours Clinic (AHC) look forward to providing you and your family with the best health care services possible.

Country Doctor Community Health Centers has two primary care clinics, Carolyn Downs Family Medical Center located in the Central Area, and Country Doctor Community Clinic located on Capitol Hill. Our primary

care clinics are accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). Both clinics provide a full range of family services with a caring, skilled and knowledgeable staff who will make every effort to make sure you get the care you need right here in your own community. Country Doctor Community Health Centers, also offers dental which is currently not accredited by AAAHC. Our modern, state-of-the-art dental clinic serves both individuals and families with Medicaid (Apple Health).

Our two primary care sites incorporate the “patient centered medical home model”. The medical home model puts you the patient at the center of your healthcare. The relationship we build together is at the core of our ability to organize the best care for you. Your primary care provider works with an interdisciplinary care team including nurses, medical assistants, call center staff, finance and administration to provide you with access to care, affordability, information, and support in helping you achieve your best health outcomes.

CDCHC charges uninsured patients on a sliding scale and will accept Medicaid (Apple Health), Medicare, and most private insurance; we contract to provide managed care services with Community Health Plan, Molina, Coordinated Care, Amerigroup and United. For people without insurance, a minimum payment is expected at the time of visit. The amount of the payment is based on family size and income: the minimum payment for those that qualify starts at \$20.00. Payment is discounted by \$5 if you pay at the time of your visit.

It is the policy of CDCHC to create and maintain an environment that respects and supports patients’ rights including patients’ cultural, psychosocial or personal values.



Important Phone Numbers:

Life Threatening Emergencies Dial.....911

Carolyn Downs Family Medical Center (CDFMC)

Medical	(206) 299-1900
Dental	(206) 299-1611
Pharmacy	(206) 299-1935
Medical Records	(206) 299-1921

Country Doctor Community Clinic (CDCC)

Medical	(206) 299-1600
Dental	(206) 299-1611
Pharmacy	(206) 299-1618
Medical Records	(206) 299-1670

After-Hours Clinic (AHC)

During evening & weekend hours only	(206) 320-5556
Billing Questions	(206) 299-1942

Eligibility Specialist

(assistance with insurance and Apple Health applications)

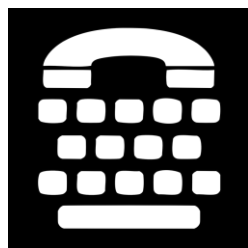
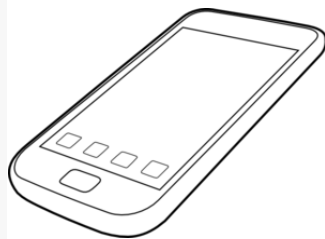
Carolyn Downs Family Medical Center... (206) 299-1900

Country Doctor Community Clinic... (206) 299-1600

Metro (Bus) Routes (206) 553-3000

Poison Control Center (800) 222-1222

The Washington State TDD Relay Service (800) 833-6388



Hours of Operation and Holiday Closures:

Please visit our on-line website for the most current clinic and pharmacy hours of operation at:

www.CDCHC.org



*It is possible **ONE** or **ALL** of our clinics would
require closing for inclement **WEATHER**
or other **EMERGENCIES**.*

***P**lease visit our webpage (listed above) to see
if we are open in such situations.*

When the Clinics are Closed:

Q: What if you or your child needs medical services when Carolyn Downs Family Medical Center or Country Doctor Community Clinic is closed?

A: There is always someone to talk to 24/7. (206) 299-1946* for Carolyn Downs or (206) 299-1600 for Country Doctor and a consulting nurse will talk with you about your child's or your health problem. Together we will decide what to do.

CDCHC also operates an After-Hours Clinic on weeknights, and weekends,

When you call, we need to know:

- ◆ What is wrong (*for example, fever, diarrhea, vomiting, etc.*);
- ◆ How long you or your child has been sick;
- ◆ What you have done to try to feel better (*medications, home remedies, etc.*);
- ◆ If it's your child, their age, weight, and temperature;
- ◆ The pharmacy you go to and the phone number.

If you have a life threatening emergency, please call 911.

****UNLESS you have a life threatening emergency, DO NOT go to the emergency room of a hospital without calling our clinic first.***

If you have an Emergency:

Hospital emergency rooms are for very serious illness or injuries. Care given at an emergency room is very expensive, even for minor illness such as a cold or the flu.

An emergency is a medical condition that requires immediate care and means you cannot wait for a telephone call from your provider without you or your child/family member being in danger.

If any of the following situations happen to you or your families either call 911 or go directly to the nearest hospital emergency room:

- ◆ You have been in a serious accident;
- ◆ Chest pain with sweating and nausea;
- ◆ Severe cuts or burns;
- ◆ Severe bleeding that can't be stopped;
- ◆ Broken bones;
- ◆ Gunshot or serious knife wounds;
- ◆ Loss of consciousness (*will not wake up*);
- ◆ A sudden injury that makes you unable to stand or walk;
- ◆ Convulsions or seizures;
- ◆ Severe breathing problems (*not able to talk*);
- ◆ Poisoning = call the Poison Center at 1-800-222-1222;
- ◆ Any situation that could cause permanent disability or endanger your life.



Non-Emergency Problems:

For patients who have urgent (non-emergency) problems:

Physician and nurse consulting services are available 24 hours per day to help you determine your need for a medical appointment.

The After-Hours Clinic is open to provide care from weeknights, and from weekends.

For **Carolyn Downs Family Medical Center** call **(206)299-1900**

For **Country Doctor Community Clinic** call **(206)299-1600**

For the **After-Hours Clinic** during their normal evening and weekend business hours call **(206) 320-5556**

For **Country Doctor Dental** during business hours, Monday-Friday and 8am-5pm call **(206) 299-1611**

If it is after hours, and you are advised to contact your clinic for a follow-up appointment, be sure to call **Carolyn Downs Family Medical Center** or **Country Doctor Community Clinic** or **Country Doctor Dental Clinic** the next business morning for an appointment or advice.

Interpretation Services:

Many of our staff at **Country Doctor Community Clinic** or **Carolyn Downs Family Medical Center** or **Country Doctor Dental Clinic** are bilingual (*English/Spanish*). Clinic Staff will arrange for interpretation of other languages as needed.

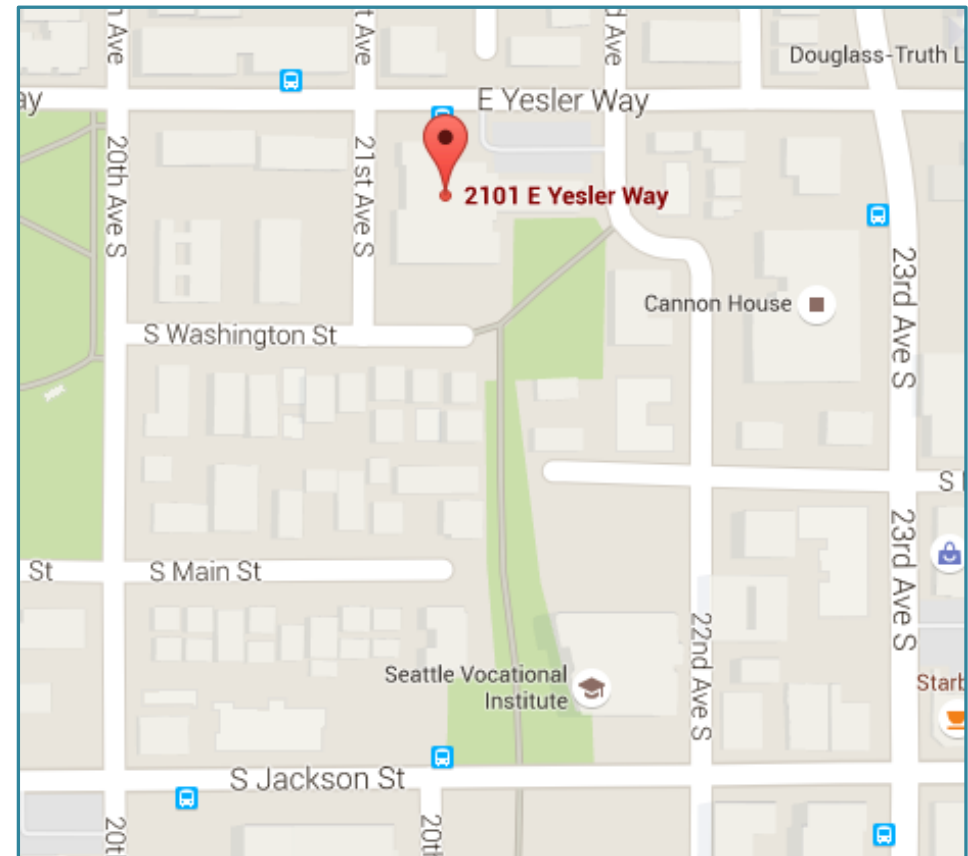
The hearing and speech impaired may make appointments for both clinics by calling the **Washington State TDD Relay Service** by dialing **1-800-833-6388**. There is no charge to use the relay service.

CDFMC Location & Access:

Carolyn Downs Family Medical Center (CDFMC) 2101 East Yesler Way, Seattle, WA 98122 (206) 299-1900 Medical

CDFMC is located in the Central Area Health Care Center on the corner of 21st and East Yesler Way. Patient parking is available, but limited.

The following METRO bus routes provide service to the clinic: #27 (via Yesler), #48, #8, #4 (via 23rd) and #14 (via Jackson).



CDCC/CDDC Location & Access:

Country Doctor Community Clinic (CDCC)

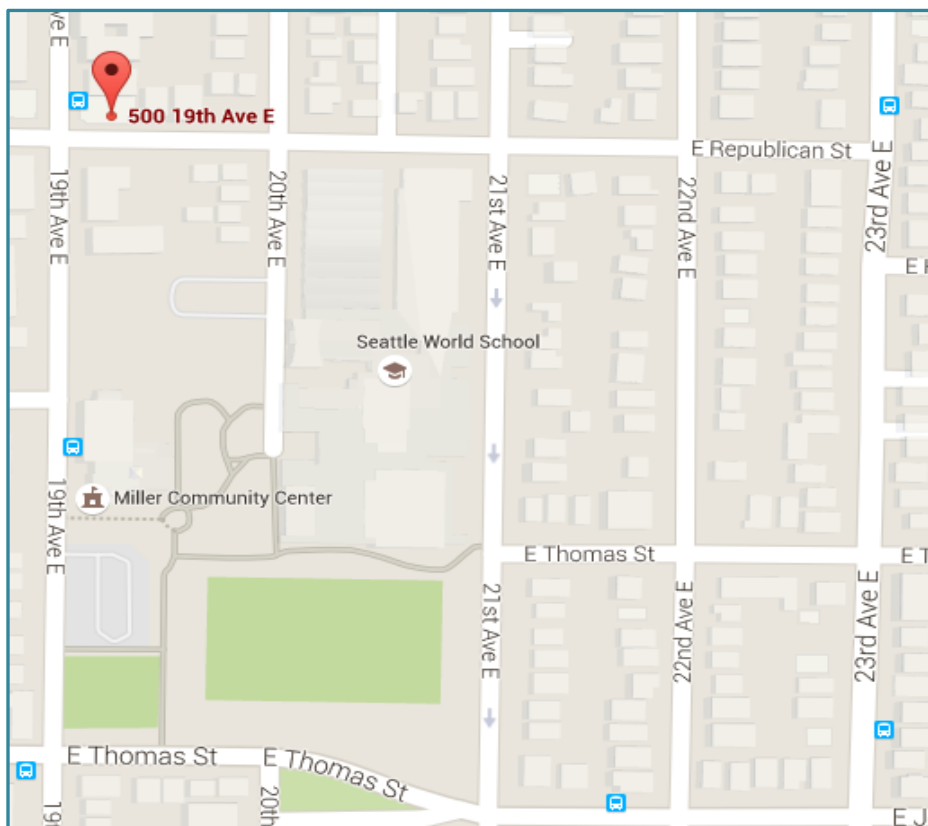
Country Doctor Dental Clinic (CDDC)

500 / 510 19th Avenue East, Seattle, WA 98112

Medical = (206) 299-1600 / Dental = (206) 299-1611

Both are located on Capitol Hill at 19th Avenue East and East Republican. The Dental Clinic (CDDC) is located next to the Medical Clinic, separated by an alley. Street parking is available for patients.

The following METRO bus routes provide service to the clinic: #12 (via 19th Ave. E.), #48 and #43 (via 23rd), #43 and #8 (via E. Thomas) and not pictured is the #10 (via 15th Ave. E.).



AHC Location & Access:

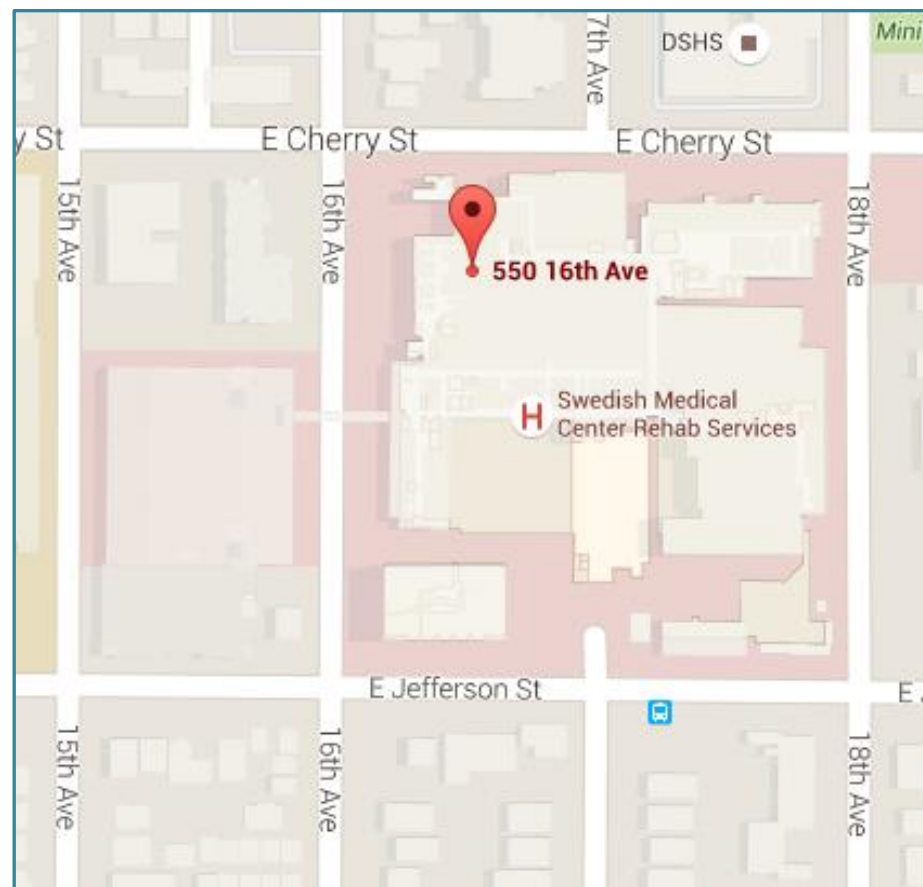
After-Hours Clinic (AHC)

550 16th Avenue, Seattle, WA 98122

(206) 320-5556

AHC is located at the Swedish Cherry Hill Campus (next to the Emergency Room). Pay for parking OR street parking is available for patients.

The following METRO bus routes provide service to the clinic: #3, #4, #63, #64, #84, #193 and #303 (via E. Jefferson).





All clinics are accessible to disabled persons.

We provide accommodations for persons with disabilities on request. To request accommodations, please contact:

***Carolyn Downs at (206) 299-1900 or
Country Doctor at (206) 299-1600 or
Country Dental at (206) 299-1611.***

For the hearing and speech impaired, the Washington State TDD Relay Service can be reached by calling 1-800-833-6388.

There is no charge to use the relay service.

Identify your Primary Care Provider:

Our professional staff wants to work closely with you to make sure that you, and your family, stay healthy. If you are new to our primary care clinics, get to know your provider and your children's provider. It is important that each member of your family has a primary care provider.

Your primary care provider (PCP) is the physician, nurse practitioner or physician assistant who provides your care on a regular basis. If you have not chosen a primary provider, please let us know who you would like that person to be. We have brochures available to help you make your choice.

Request your PCP when you make an appointment and we will do our best to have you see the same health care provider at each visit. We also participate in a residency program with residents from the Swedish Cherry Hill Family Medicine residency program. Residents are licensed physicians, who are continuing their training through a three-year commitment at Carolyn Downs Family Medical Center. Medical students from the University of Washington and students from other health care training programs, such as the Seattle University, may also be involved in your care. This will never happen without your permission; if a student wishes to observe your visit you will be asked if that is okay with you.

Remember, your primary care provider is one very important member of the Medical Home team

In addition to the medical providers, our clinic support staff includes nurses, medical assistants, lab technicians, pharmacists, behavioral health counselors, case managers, and a nutritionist. Staff works as a team to provide you the best quality care possible.

If you have insurance coverage through a managed care program, you must get all your health care services through Carolyn Downs Family Medical Center or Country Doctor Community Clinic. Sometimes you may need a service we cannot provide at the clinic. If that happens, we will refer you to another provider for that service. We admit patients for hospitalization to Swedish Medical Center. Our providers deliver babies at Swedish on Capitol Hill.

Types of Primary Care Providers:

Country Doctor Community Health Centers employs several different types of primary care providers. We have MDs, ARNPs and PAs. The designation is clearly displayed on their nametag. In addition, our clinic is an educational site for a wide range of students developing careers in healthcare. Listed below is a brief description of the training backgrounds for each type of provider. If you have questions, we encourage discussion of training and qualifications directly with your provider.

MD: Medical and Osteopathic Doctors have graduated from an accredited medical school. Our MDs and DO's are Board Certified in either Family Medicine or Internal Medicine. They have attended medical school for 4 years followed by at least 3 years of specialty residency training.

DDS: Doctors of Dental Surgery (DDS) have graduated from an accredited dental school. They have attended dental school for 4 years.

MD – Residents: These are Medical Doctors who have graduated from an accredited medical school and are completing their specialty residency training in family medicine. Carolyn Downs Family Medical Center is an advanced training site for six family medicine residents from the highly regarded Swedish Family Medicine, Cherry Hill Residency Program. Residents complete three years of training with us before going on to their own practices, or to complete fellowships in additional subspecialty areas.

ARNP: Nurse Practitioners have master's level education in nursing and are trained to perform physical examinations, order and interpret lab test, write prescriptions and manage most common problems encountered in primary care.

PA: Physician Assistants are graduates of accredited physician assistant programs, attending school for 2-3 years. They are trained to perform physical exams, order lab tests, and make diagnoses, write prescriptions and manage most problems under the legal supervision of an on-site physician.

Making an Appointment:

Please call ahead and make an appointment before you come into the clinic. We may be able to schedule you to be seen the same day you call. Call your clinic and give the receptionist a brief explanation of the reason for your visit and the name of your primary provider. It is always best to schedule your appointment in advance. If you walk in, we may not be able to see you that day. So, for your convenience, call ahead!

- ◆ If you are late for your appointment, we may need to reschedule your appointment for another day or ask you to wait.
- ◆ Please let us know at least 24 hours in advance if you need to cancel an appointment so another patient can be seen.



What to bring to your appointment:

- ◆ Previous medical/dental records;
- ◆ Provider One Cards;
- ◆ Insurance cards;
- ◆ Immunization records;
- ◆ Current address and phone number.

Parents and Guardians:

A parent or guardian must accompany any patient under 18 with the following exceptions:

- ◆ A child of any age can be seen without a parent for birth control and pregnancy-related conditions,
- ◆ A child age 14+ can be seen without a parent for sexually transmitted diseases (STDs) including HIV,
- ◆ A child age 13+ can be seen without a parent for mental health or substance abuse.

These visits are confidential. However, we do encourage communication with parents.

If it is not possible for you to accompany your child and he or she is an established patient, we will accept a note that you send in, giving us permission to provide care, on a one-time basis. For on-going situations like this, talk to our staff who can give you information about signing an advance consent form.



Our Services:

Our clinics provide a full range of comprehensive health care services for men, women and children including:

- ◆ General health assessment, physical exams;
- ◆ Treatment for minor/acute illnesses, accidents/injury;
- ◆ Comprehensive preventive care;
- ◆ Management of chronic disease;
- ◆ Onsite lab and diagnostic screening [*e.g., sickle cell, sexually transmitted diseases (STDs), and pregnancy testing*];
- ◆ HIV care for all stages of the disease;
- ◆ Behavioral health;
- ◆ Immunizations;
- ◆ Nutrition counseling and education;
- ◆ General health education;
- ◆ Referrals for specialty medical care, also available on a sliding scale;
- ◆ Alternative medicine programs (*e.g., naturopathy*) as available;
- ◆ Inpatient attending on hospitalized patients;
- ◆ WIC (*Women, Infant and Children*) nutrition program;
- ◆ Onsite pharmacy;
- ◆ Emergency contraceptive services (*e.g., morning after pills*);
- ◆ Pregnancy care and support services;
- ◆ Maternity support services/infant case management;
- ◆ Nursing services including medical case management and health education;
- ◆ Family Planning;
- ◆ Individualized diabetic education.
- ◆ Dental Services

Protected Health Information:

Country Doctor Community Health Centers respects your privacy. We understand that your personal health information is very sensitive. We will not disclose your information to others unless you tell us to do so, or unless the law authorizes or requires us to do so.

The law protects the privacy of the health information we create and obtain in providing our care and services to you. For example, your protected health information includes your symptoms, test results, diagnoses, and treatment, health information from other providers, and billing and payment information relating to these services. Federal and state law allows us to use and disclose your protected health information for the purpose of treatment, payment, and health care operations.

Except for the purposes listed above, we are required to:

- ◆ *Keep your protected health information private;*
- ◆ *Give you a Notice of Privacy Practices at the time of your first visit;*
- ◆ *Follow the terms of this Notice.*

We have the right to change our practices regarding the protected health information we maintain. If we make changes, we will update this Notice. You may receive the most recent copy of this Notice by calling and asking for it or visiting our Medical Records Department to pick one up.

If you believe your privacy rights have been violated, you may discuss your concerns with any staff member. You may also send a written complaint by using our Patient Grievance form, available at the Front Desk. You may also file a complaint with the U.S. Secretary of Health and Human Services. If you complain, we will not retaliate against you.

Advance Directives:

You may request Health Care Advance Directive or Living Will and Health Care Durable Power-of-Attorney forms from your provider. An appointment with your provider is necessary when completing these forms, as they are complex.

Pharmacy Services:

The pharmacies at Carolyn Downs Family Medical Center and Country Doctor Community Clinic stock medications most commonly needed by our patients. Both pharmacies are licensed by the State of Washington and staffed by licensed pharmacists.

At this time, we are able to bill most insurance(s), including Washington Medicaid, Medicare Part D and private commercial plans. Please contact the pharmacy if you would like to check on a specific insurance plan.



Pharmacy Hours of Operation

Day of Week:	CDFMC 21 st & Yesler	CDCC 19 th & Republican	AHC 16 th & Cherry
Sunday	CLOSED	CLOSED	NONE
Monday	9:30am–1:00pm 2:00 – 5:15pm	9:30am–1:00pm 2:00–5:15pm	NONE
Tuesday	9:30am–1:00pm 2:00 – 5:15pm	9:30am–1:00pm 2:00 – 5:15pm	NONE
Wednesday	9:30am–1:00pm 2:00 – 5:15pm	10:30am–1:00pm 2:00 – 5:15pm	NONE
Thursday	10:30am–1:00pm 2:00 – 5:15pm	10:30am–1:00pm 2:00 – 5:15pm	NONE
Friday	9:30am–1:00pm 2:00 – 5:15pm	9:30am–1:00pm 2:00 – 5:15pm	NONE
Saturday	CLOSED	CLOSED	NONE

Medication Refill Requests:

It is important that you do not run out of medication. To prevent this plan ahead.

Our small pharmacies try to meet most of our patients' needs. When it is necessary to prescribe medication that we do not carry, you will need to use an outside pharmacy.

If you get your medication from our pharmacies and you need a refill:

- ◆ Please call **Country Doctor Community Clinic (206) 299-1618** or **Carolyn Downs Family Medical Center (206) 299-1935**
- ◆ You may leave a voicemail message;
- ◆ We will need to know your NAME, TELEPHONE NUMBER, DATE OF BIRTH, PRESCRIPTION NUMBER and the MEDICATION NAME;
- ◆ If there are no authorized refills on your prescription, the pharmacist will get your provider's approval and you will only be called if there is a question or problem;
- ◆ If you have authorized refills remaining on your prescription, your refill may be picked up after three (3) business days during the hours listed on website;
- ◆ If your provider must authorize refills, this can take up to 5 business days.

For outside pharmacy refills:

- ◆ **Call the pharmacy where you got your medication** and request a refill;
- ◆ The pharmacy you called will call Country Doctor or Carolyn Downs to get an approval;
- ◆ **Call that pharmacy** to find out if your refill is ready

IMPORTANT: If you are having a reaction to your medication (*or other issues*), call **Carolyn Downs Family Medical Center** during business hours call **(206) 299-1900** or **Country Doctor Community Clinic** during business hours call **(206) 299-1600**

Fees and Insurance:

Country Doctor Community Health Centers believes that quality health care should be available to anyone who needs it. Uninsured individuals are welcomed as are those with insurance including Medicaid and Medicare. You will never be denied care due to an inability to pay or citizenship status

If you do not have medical/dental coverage, we offer reduced fees adjusted according to the size and income of your household.

We gladly accept most insurance plans. If you become insured, we hope you will allow us to continue to provide your health care. The more insured patients we see, the easier it is for us to maintain our mission of providing care to those without insurance. If you have a question about whether or not we accept a specific insurance plan, please call our **Billing Department at (206) 299-1942.**

Every patient will be asked to pay a minimum fee unless you have Medicaid coverage or health insurance. The minimum fee is based on family size and income and starts at \$20.00 (\$5 discount if paid at the time of your visit). If your health insurance requires a co-pay for office visits, you will be asked to pay the full amount of co-pay at the time of the visit.

Payment is encouraged and appreciated at the time of your visit. If you have questions about your insurance coverage or billing, please contact the **Billing Department at (206) 299-1942.**

If you lose your Medicaid or other insurance coverage, you can still be seen here. Your visit fee will be adjusted according to our sliding fee scale.

In general, all patients with insurance (private or managed care) must present their insurance card at the time of check in. Any co-payments required by your insurance or sliding fee amounts must or we ask be paid at the time of the visit. Other managed care plan members must present the appropriate member card for all services. If there is a copayment requirement, please pay at the time of the visit.

Sliding Fee Discount:

What is a sliding fee discount? The sliding fee discount is the amount we reduce our normal charge to a lower charge for services we provide. We are able to offer the sliding fee discount program because donations and grant funds support our non-profit organization. However, these grants cannot support the full cost of providing care to the uninsured. Therefore, CDCHC needs all our patients to partner with us by sharing the cost of providing care. If you are uninsured, the sliding fee discount payment you make is critically important.

How is a reduction in fee determined? The sliding fee discount is determined based on your income level and the number of members in your household. Using this information, our staff computes the amount of the discount based on Federal Poverty guidelines. Depending on the level of discount the payment may be more. This amount does not include outside lab and pharmacy fees. The discount can apply to all family members and last one year as long as there is documentation of income and there are no changes within that time period.

How can I qualify for a sliding fee discount? To qualify for a sliding fee discount, you must have no insurance or have insurance with a large deductible and you must earn less than 200% of the Federal Poverty Level. You must complete the Patient Financial Agreement form, along with 2 months of payroll information or your most recent tax return.

What happens if I don't complete the form? We will accept your word of income level and number of household members and compute your sliding fee discount based on your verbal statement for 30 days, starting with the day of your first visit. You will be asked to send us the completed Patient Financial Agreement. If you need a return visit to our clinic after 30 days and want to be charged based on the sliding fee discount, we will expect that financial documents be on file. If the required documents are not on file, you may be charged 100% of our usual charges for the services provided. However, you will never be denied service.

Staying Healthy:

Talk to your provider. Learn how to stay as healthy as possible.

One way to stay healthy is to team up with your provider and always ask any questions you may have and share your concerns. Write down your questions or concerns on a list at home and bring that list with you to your appointment. Questions like:

- ◆ “How is my health?”
- ◆ “What should I know to stay healthy?”
- ◆ “What tests should I (or my children) have?”

A routine check-up may include:

- ◆ Cholesterol level check;
- ◆ Blood pressure screening;
- ◆ Colorectal exam;
- ◆ pap smear;
- ◆ prostate exam, testicular exam;
- ◆ Vaccinations updates;
- ◆ Children & Adolescents: vaccinations, physical examinations;
- ◆ Diabetes screening.
- ◆ Dental exam, cleaning and fluoride varnishes

Special Note About Pregnancy:

*If you are, or think you may be pregnant, see your provider **right away**. Learn all you can about being pregnant. Remember, what you eat and drink also affects you baby; drugs, smoking and alcohol do, too. Early and regular prenatal care will help you have a healthy baby.*

Four Steps to Safer Health Care:

1. **Speak up if you have questions or concerns.**

Choose a provider who you feel comfortable talking with about your health and treatment. Take a relative or friend with you if this will help you ask questions and understand the answers. It's okay to ask questions and to expect answers you can understand.

2. **Keep a list of all the medicines you take.**

Tell your provider and pharmacist about the medicines that you take, including over-the-counter medicines such as aspirin, ibuprofen and dietary supplements like vitamins and herbals. Tell them about any drug allergies you have. Ask the pharmacist about side effects and what foods or other things to avoid while taking the medicine. When you get your medicine, read the label, including warnings. Make sure it is what your doctor ordered and you know how to use it. If the medicine looks different than you expected, ask the pharmacist about it.

3. **Make sure you get the results of any test or procedure.**

Ask your provider or nurse when and how you will get the results of tests or procedures. If you do not get them when expected — in person, on the phone, or in the mail — don't assume the results are fine. Call the clinic and ask for them.

4. **Talk with your provider about your options if you need hospital care.**

Make sure you understand what will happen if you need surgery.

Patient Bill of Rights:

As our patient you have the right to:

- ◆ Be treated with dignity, respect and compassion;
- ◆ Receive necessary and appropriate care, including
 - *support services,*
 - *24-hour and emergency access,*
 - *referral for specialty consultation,*
 - *interpretation services;*
- ◆ Receive care in a professional manner. You will...
 - *be seen in a safe, clean, accessible environment,*
 - *be seen in a timely manner and have any delays explained,*
 - *be able to choose and change your provider,*
 - *have the right to have treatment options explained to you,*
 - *have the right to participate in shared decision-making and informed consent,*
 - *have the right to include others – as you choose – in decisions about your care,*
 - *have the right to refuse treatment,*
 - *be well informed and educated about your health condition. You have the right to ask questions and receive clear answers,*
 - *have the right to complete confidentiality and privacy,*
 - *have access to your medical records,*
 - *have the right to complete a Living Will, which will be kept with your medical records,*
 - *have your personal values, beliefs and preferences respected,*
 - *have the right to appropriate assessment and management of pain;*
- ◆ Receive care regardless of race, gender, gender identity/expression, ethnicity, illness, sexual orientation, disabling condition, or ability to pay;
- ◆ Respectfully express dissatisfaction with the care you receive through a patient grievance policy.

Patient Responsibilities:

As our patient you are responsible for:

- ◆ Showing considerate and respectful treatment toward other patients and clinic personnel;
- ◆ Providing CDCHC with accurate and complete information regarding current medications and past medical information;
- ◆ Choosing a Primary Care Provider and you can expect to be seen by the provider whenever possible;
- ◆ Notifying CDCHC staff when you do not understand information or instructions given to you;
- ◆ Keeping appointments, complying with therapy and following treatment;
- ◆ Accepting the health risk of refusing treatment or not complying with therapy, once the risks have been explained to you;
- ◆ Informing your provider about any living will, medical power of attorney, or other directives that could affect your care;
- ◆ Being on time for your appointments;
- ◆ Fulfilling your financial obligations to the best of your ability.

Patient Concerns:

We want to hear from you!!!

Country Doctor Community Health Centers has a process to handle your concerns.

If an issue arises with a staff member, or if you have any safety concerns, please try to resolve it with the staff member at the time it occurs. If you are unable to resolve it to your satisfaction our patient grievance process is available to you. Please ask any staff member for a Patient Grievance form.

If you feel your concerns have not been adequately resolved through CDCHC, you may contact the **Accreditation Association for Ambulatory Health Care (AAAHC)** to report any concerns or register any complaints by calling them at: **(847) 853-6060**, or by sending an eMail to: feedback@aaahc.org.

A summary of all grievances are reviewed by the Quality Improvement Committee and the Board of Directors.

Specific information should include:

- ◆ The date of the incident;
- ◆ The staff member involved;
- ◆ A description of the issue.

After the grievance is investigated, you will be contacted in writing, in person or by telephone. A summary of your complaint is forwarded to the Executive Director.

We are committed to providing high quality care. We conduct quarterly patient satisfaction surveys in order to get feedback from you. We strive to continuously improve our quality of care and customer service in response to patient feedback.