



# Patient Rights & Responsibilities

As a Family HealthCare Network patient, you have the right to:

- Be an active participant in all aspects of your care including decisions regarding your care.
- Choose your primary care provider who is supported by a health team.
- Expect to receive considerate and respectful care. It is the policy of FHCN to provide a welcoming, inclusive environment to all patients and their family members and to not discriminate based on age, sex, race, color, religion, gender (including gender identity and gender expression), sexual orientation, relationship status (including marital or domestic partner status) national origin or ancestry, medical condition, genetic information, or physical or mental disability.
- Have your personal values and beliefs respected.
- Be accompanied to visits by individuals of your choice. FHCN welcomes all visitors in the accompaniment of our patients, regardless of their relationship status, sexual orientation, gender identity, or gender expression.
- Receive information about your treatment in a language and in a way that you can understand.
- Have your questions answered to your satisfaction and have your concerns, complaints, or grievances addressed.
- Have your personal privacy respected.
- Expect confidentiality in all aspects of your care and services.
- Receive appropriate assessment and management of your pain.
- Be informed about the costs associated with your treatment.
- Receive care regardless of your ability to pay.
- Be informed of medications you are taking and why you are taking them.
- Receive coordinated care from your health team that extends to specialty care.

As a Family HealthCare Network patient, you have the responsibility to:

- Provide us with all information related to past and present illnesses, hospitalizations, treatments and medications.
- Ask questions when you do not understand your care, treatment or what you are expected to do.
- Follow the care plan that you and your health team have agreed upon.
- Keep your scheduled appointments or cancel / reschedule them as early as possible to allow others a chance to be seen.
- Inform us of any changes in your address or phone number.
- Bring any forms that you need to have filled out at the time of your visit.
- Report your concerns about safety and quality of care.
- Be considerate of Family HealthCare Network staff and property, as well as other patients and their property.
- Meet your financial obligation by providing FHCN with accurate billing information and by paying co-payments at the time of your appointment.

