



PATIENT RIGHTS & RESPONSIBILITIES

Thank you for choosing Tiburcio Vasquez Health Center, Inc. (TVHC), your ally in whole person care. We encourage you as a patient to have active communication between you and your health care team and participate in treatment discussions so we can provide you with the most appropriate, effective, timely high-quality care. Below you will find information about your rights and responsibilities.

YOUR RIGHTS	YOUR RESPONSIBILITIES
<p>As a patient of TVHC, you have the right to:</p> <ul style="list-style-type: none">• Receive considerate, respectful, care in accordance with your needs that maintains your dignity and incorporates your values and beliefs.• Receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.• Receive information about your diagnosis, treatment options and alternatives, risks and prognosis that is communicated in a format that is understandable.• Make choices and participate in decisions regarding your treatment plan.• Know the names and professional status of those with whom you interact.• Change providers if other qualified providers are available.• Withdraw consent for treatment except as provided by law.• Have timely access to TVHC providers.• Privacy and confidentiality.• View and obtain copies of your medical records.• Voice your grievances or concerns, either verbally or in writing, about the care you receive. If you have a concern, you may reach out to your health care team. You may also contact the Compliance Department at TVHCCompliance@tvhc.org.	<p>As a patient of TVHC, it is your responsibility to:</p> <ul style="list-style-type: none">• Act courteously and respectfully. Patients, as well as their family members, are expected to recognize and respect the rights of our patients, visitors, and TVHC staff. Threats, violence, disrespectful communication (in any form, digital or verbal), or harassment of other patients or TVHC staff, for any reason, will not be tolerated.• Abide by TVHC instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the clinic.• Be on time for your visits or calling your doctor's office at least 24 hours before the visit to cancel or reschedule.• Provide updated, accurate, and complete information including your full name, address, phone number, date of birth, insurance carrier, income, and employer when requested.• Provide accurate health insurance coverage information and paying bills in a timely manner.• Participate actively and openly in your care by asking questions to your health care team.• Accept risks or consequences if you refuse treatment or do not follow the provider's instructions.