



PATIENT BILL OF RIGHTS

At PCC Community Wellness Center (PCC), we value the basic right of all patients to maintain their independence of expression, personal dignity, personal decision-making and human relationships while receiving care. PCC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, socioeconomic status, sexual orientation, or gender identity.

The Patient has the Right to:

- Receive considerate and respectful care.
- Receive relevant, current, and understandable information concerning diagnosis, treatment, prognosis, and outcomes.
- Know the identity of physicians, advanced practice nurses, nurses, and others involved in patient's care.
- Make decisions about the plan of care prior to and during the course of treatment, participate in the development of patient's own treatment plan and to refuse a recommended treatment or plan of care to the extent permitted by law and Center policy.
- Have an advance directive concerning treatment or designating a surrogate decision maker with the expectation that the Center will honor the intent of that directive.
- Receive security and privacy.
- Expect that all communications and records pertaining to the patient's care will be treated as confidential and request a restriction of the patient's protected health information. All information concerning the patient is held confidential and released only by the patient's written consent, by court order or as required by law (OMH-DD Confidentiality Act. 740ILCS 110).
- Review the records pertaining to the patient's medical care and to have the information explained or interpreted as necessary.
- Expect that the Center will make reasonable responses to the request of a patient for appropriate and medically indicated care and services.
- Ask and be informed of the existence of business relationships.
- Receive confidential communications from us by alternative means or at an alternative location.
- Request that the patient's provider amend the patient's protected health information.
- Receive an accounting of disclosures we have made, if any, of the patient's protected health information.
- Obtain a paper copy of PCC's privacy notice and/or medical record.
- Consent to or decline to participate in proposed research studies and to have those studies fully explained prior to consent.
- Expect reasonable continuity of care when appropriate including access to emergency services.
- Be informed of available resources for resolving disputes, grievances, and conflicts.
- Be informed of Center policies and practices that relate to patient care, charges and methods of payment.
- Be involved in decisions about how the patient's pain will be relieved and has the right to expect a quick response to their reports of pain.