

Patient Rights and Responsibilities

Your Rights

Respecting your rights is important to providing you with the best possible care and therefore, is an inherent part of our mission. These rights are fundamental and are meant to protect your personal dignity while you are at MayView Community Health Center.

Your Responsibilities

At MayView Community Health Center, we consider you the most important member of our health care team.

We rely on you to help us do what we do best -- care for you.

- ★ Please give your provider and staff the required personal information necessary to provide you with high quality care.
- ★ Please inform the front desk staff of any changes in your mailing address or phone numbers. It is ***very important*** for us to have your valid contact information at all times
- ★ Please ask questions to your provider to understand your illness and treatment and participate in all decisions about your care.
- ★ Please keep your appointments. If you cannot, please inform the clinic/ person you have an appointment with. This helps us serve you and others better.
- ★ Please follow your provider's instructions and do your part in getting well. If you refuse treatment and fail to follow your provider's instructions, you will be responsible for the outcome.
- ★ Please respect the clinic staff, other patients and the property of the clinics.
- ★ Please help us improve our services. Inform us if you have concerns. Please ask for information on patient complains.
- ★ Please promptly address your financial obligations for services you have already received from us.

Before you leave at the end of each visit, please do the following:

- Review your prescriptions with your provider; make sure you understand the prescription and know how to take the medication.
- Make a follow-up appointment, if your provider has asked you to come back **OR**
- Ask if you must call the provider or the clinic to make a follow up appointment later.
- Ask for information on after hours care, if needed.
- Review all charges and ensure that you have settled all payments due to Mayview for the services provided to you.

THANK YOU!