Patient Handbook

Country Doctor Community Health Centers

June 2013
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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.

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 and Country Doctor Community Clinic look forward to providing you and your family with the best health care services possible.

Country Doctor Community Health Centers has two clinics, Carolyn Downs Family Medical Center located in the Central Area, and Country Doctor Community Clinic located on Capitol Hill. Our health center is accredited by The Joint Commission on Accreditation of Healthcare Organizations. 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.

CDCHC charges uninsured patients on a sliding scale and will accept medical coupons, Medicare, SSI, and most private insurance; we contract to provide managed care services with Community Health Plan, Molina, Coordinated Care 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 Telephone Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Threatening Emergencies</td>
<td>911</td>
</tr>
<tr>
<td>Carolyn Downs Family Medical Center</td>
<td></td>
</tr>
<tr>
<td>Appointments</td>
<td>(206) 299-1900</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>(206) 299-1935</td>
</tr>
<tr>
<td>After Hours</td>
<td>(425) 899-6462</td>
</tr>
<tr>
<td>Medical Records</td>
<td>(206) 299-1921</td>
</tr>
<tr>
<td>Country Doctor Community Clinic</td>
<td></td>
</tr>
<tr>
<td>Appointments</td>
<td>(206) 299-1600</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>(206) 299-1618</td>
</tr>
<tr>
<td>After Hours</td>
<td>(425) 899-6463 *</td>
</tr>
<tr>
<td>Medical Records</td>
<td>(206) 299-1760</td>
</tr>
<tr>
<td>Billing Questions</td>
<td>(206) 299-1942</td>
</tr>
<tr>
<td>Eligibility Specialist</td>
<td></td>
</tr>
<tr>
<td>(to assist with insurance and Medicaid applications)</td>
<td></td>
</tr>
<tr>
<td>Carolyn Downs Family Medical Center</td>
<td>(206) 299-1947</td>
</tr>
<tr>
<td>Country Doctor Community Clinic</td>
<td>(206) 299-1627</td>
</tr>
<tr>
<td>Metro (Bus) Routes</td>
<td>(206) 553-3000</td>
</tr>
<tr>
<td>Poison Control Center</td>
<td>(206) 526-2121</td>
</tr>
<tr>
<td>Swedish Medical Center Providence Campus</td>
<td>(206) 320-2000</td>
</tr>
<tr>
<td>The Washington State TDD Relay Service</td>
<td>1-800-833-6388</td>
</tr>
</tbody>
</table>

* The (425) area code is not a long distance call from Seattle.
### Hours of Operation

#### Clinic Hours of Operation *

<table>
<thead>
<tr>
<th>Day of the Week</th>
<th>Carolyn Downs Family Medical Center 2101 E Yesler Way</th>
<th>Country Doctor Community Clinic 500 19th Avenue E.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>9:00am — 12:30pm, 1:30pm — 5:00pm</td>
<td>9:00am — 12:30pm, 1:30pm-5:00pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>9:00am — 12:30pm, 1:30pm — 5:00pm</td>
<td>9:00am — 12:30pm, 1:30pm — 5:00pm, 5:30pm — 8:00pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>10:00am — 12:30pm, 1:30pm — 5:00pm, 5:30pm — 8:30pm</td>
<td>9:00am — 12:30pm, 2:30pm — 5:00pm, 5:30pm — 8:00pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>9:00am — 12:30pm, 1:30pm-5:00pm</td>
<td>9:00am — 12:30pm, 1:30pm-5:00pm, 5:30pm — 8:00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>9:00am — 12:30pm, 1:30pm-5:00pm</td>
<td>9:00am — 12:30pm, 1:30pm-5:00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00am — 12:00 Noon</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Sunday</td>
<td>CLOSED</td>
<td>CLOSED **</td>
</tr>
</tbody>
</table>

* Pharmacy hours differ slightly from clinic hours. Please refer to page 18 to see when the pharmacy is open.

** Country Doctor patients can be seen at Carolyn Down on Saturdays.

#### Holiday Closure Schedule

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>Closed</td>
</tr>
<tr>
<td>Dr. Martin Luther King Jr.’s Birthday</td>
<td>Closed</td>
</tr>
<tr>
<td>Presidents’ Day</td>
<td>Closed</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Closed</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Closed</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Closed</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Closed</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Closed</td>
</tr>
</tbody>
</table>

### Closing for Inclement Weather or other Emergencies

Please call the clinic after 9:00am 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 hours a day. Call (425)899-6462* for Carolyn Downs or (425)899-6463* 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.

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, his or her age, weight, and temperature;
◊ The pharmacy you use and the phone number.
◊ The (425) area code is not a long distance call from Seattle.

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 being in danger.

*If any of the following situations happen to you or your family, 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.

Do not go to the emergency room of a hospital without first calling our clinic (unless you have a life threatening emergency). If you have a life threatening emergency, please call 911.
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.

For Carolyn Downs Family Medical Center during business hours
Call (206)299-1900; after hours call (425)899-6462.

For Country Doctor Community Clinic during business hours
Call (206)299-1600; after hours call (425)899-6463.

If it is after hours and you are advised to contact your clinic for an Appointment, be sure to call Carolyn Downs Family Medical Center or Country Doctor Community Clinic the next morning for an Appointment or advice.

Interpretation Services

Many of the staff at Country Doctor Community Clinic and Carolyn Downs Family Medical Center 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 on 1-800-833-6388. There is no charge to use the relay service.
Location and Access

Carolyn Downs Family Medical Center
2101 East Yesler Way
(206)299-1900
Located in the Central Area Health Care Center on the corner of 21st and Yesler Way.

Patient parking is available.

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

Both 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. 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.

Country Doctor Community Clinic
500 19th Ave East
(206)299-1600
Located on Capitol Hill at the intersection of 19th Avenue East and East Republican.

The following bus routes provide service to the clinic:
   Metro Route #12: Stops directly in front of the clinic.
   Metro Route #10: Travels on 15th Avenue East (a short block walk to the clinic).
   Metro Routes #43 and #8: Stops at the corner of East Thomas Street and 19th Ave East (2 blocks south of the clinic).
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 Carolyn Downs Family Medical Center or Country Doctor Community Clinic, 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.

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 Group Health 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 Doctors have graduated from an accredited medical school. Our MDs 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.

MD - Residents
We participate in a residency program with the Swedish Cherry Hill Family Medicine. Residents are licensed physicians, who are continuing their training through a three-year commitment at Carolyn Downs Family Medical Center.

ARNP
Nurse Practitioners have masters level education in nursing and are trained to perform physical examinations, order and interpret lab tests, 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!

◇ Most appointments are scheduled for 15 minutes.
◇ Schedule an evening appointment if day visits are difficult.
◇ If you are late for your appointment, we may need to reschedule your appointment for another day or ask you to wait longer.
◇ Please let us know 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 records
- Medical coupons
- 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., acupuncture, naturopathy) as available;
◊ Inpatient attending on hospitalized patients;
◊ WIC (Women, Infant and Children nutrition program);
◊ 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;
◊ Individualized diabetic education

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, 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 to the Quality Improvement Manager 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. We are able to bill Medicaid, and Healthy Options at this time.

Pharmacy Services Hours of Operation

<table>
<thead>
<tr>
<th>Pharmacy Services</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Country Doctor Community Clinic</strong></td>
<td>Monday, Tuesday, Friday 9:30am — 1:00pm; 2:00 — 5:15pm</td>
</tr>
<tr>
<td></td>
<td>Wednesday, Thursday 10:30am — 1:00pm; 2:00pm — 5:15pm</td>
</tr>
<tr>
<td></td>
<td>Saturday and Sunday CLOSED</td>
</tr>
<tr>
<td><strong>Carolyn Downs Family Medical Center</strong></td>
<td>Monday, Tuesday, Friday 9:30am — 1:00pm; 2:00 — 5:15pm</td>
</tr>
<tr>
<td></td>
<td>Wednesday, Thursday 10:30am — 1:00pm; 2:00pm — 5:15pm</td>
</tr>
<tr>
<td></td>
<td>Saturday and Sunday CLOSED</td>
</tr>
</tbody>
</table>

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 page 19;
- 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.

If you are having a reaction to your medication (or other problems), call Country Doctor at (206)299-1600 Carolyn Downs at (206)299-1900

After-hours consulting nurse (425)899-6463.

After-hours consulting nurse at (425)899-6462.

Area code (425) is not a long distance call.
Fees and Insurance

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

If you do not have medical 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 ($15 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.

Sliding Fee Discount

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. The minimum payment amount is $15.00 for an office visit if paid at the time of the visit. Depending on the level of discount the payment may be more. This amount does not include 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 within 30 days of your visit.

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 word 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.

Information for patients assigned to managed care programs:
1. Healthy Options patients must present their medical coupon and Community Health Plan of Washington (CHP) identification card for all services;
2. 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.
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;
- Women: pap smear;
- Men: prostate exam, testicular exam;
- Vaccinations updates;
- Children & Adolescents: vaccinations, physical examinations
- Diabetes screening.

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 your 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.
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, ethnicity, illness, sexual
  preference, disabling condition, or ability to pay;
- Respectfully express dissatisfaction with the care you receive
  through a patient grievance policy.

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.
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 Joint Commission Office of Quality Monitoring to report any concerns or register any complaints. They can be reached via phone at 1-800-994-6610 (a toll-free call), or by email at complaint@jcaho.org.

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

_________________________________________________

Specific information should include:

1. The date of the incident;
2. The staff member involved;
3. A description of the complaint.

_________________________________________________

After the complaint 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.