



PATIENT RIGHTS AND RESPONSIBILITIES

You have the RIGHT...

- To choose Rockbridge Area Health Center as your family health care home;
- To be treated with respect and dignity regardless of race, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, sex, religion, sexual preference, disability, veteran status or source of payment;
- To expect quality care which takes into consideration your personal, spiritual, and cultural values;
- To receive confidential treatment;
- To have access to free interpretive services if you do not speak English;
- To access any information contained in your medical record;
- To receive care in a safe setting;
- To expect that our health care providers and staff will listen to your needs;
- To receive helpful and understandable information about your diagnosis, treatment, and prognosis;
- To give informed consent before the start of a procedure or treatment;
- To refuse treatment and to be informed of the medical consequences;
- To expect an appointment within a reasonable timeframe;
- To know the costs of all procedures and services;
- To receive and understand the statement of fees for services provided;
- To report any concerns about the care you have received or your experience to the Chief Operating Officer (COO) of the health center at 540-464-8700 x7127 or via our confidential compliance hotline, at 888-692-6675 or online at rockahc.i-reported.com and to expect a response to that concern.

You have the RESPONSIBILITY...

- To keep your appointments or to notify the Center promptly if you need to cancel so that others may be seen in your place;
- To tell the health care provider accurate and complete information concerning your present complaints/symptoms, past illnesses/ailments, medications, and any other matters relating to your health;
- To follow the treatment plan recommended by your health care provider;
- To tell the provider if you do not understand the treatment plan and what is expected of you;
- To promptly notify the Center of any changes in your personal information (address, phone numbers, insurance, employment, and other income etc.);
- To pay for services provided or to make arrangements to pay;
- To be respectful toward other patients and staff;
- To help the Center maintain a safe, clean, and comfortable office environment at all times by keeping voices low, silencing cell phone ringers, consuming all food and beverages before entering the center, and attending to small children;
- To inform staff of any legal-medical information, such as Powers of Attorney, that might impact decisions about your health care;
- To follow all infection control guidelines.

If you have any questions about your Rights and Responsibilities as a patient, you can ask your care team or contact the COO.