



# Community Health Connections

*We take great care of you!*

## **PATIENT RESPONSIBILITIES**

As a patient of this community health center you are responsible for:

- Keeping appointments and notifying the center as soon as possible when you need to cancel;
- Providing accurate and complete information about your present symptoms, past illnesses, hospitalizations, medications and other matters related to your health;
- Reporting unexpected changes in your condition to your provider(s);
- Communicating whether or not you clearly understand the planned course of treatment and what is expected of you;
- Following the treatment plan recommended by your provider or letting us know if you are unable to at this time;
- Following instructions from the nurses and other healthcare personnel or helping us understand why you are not able to at the time;
- Accepting the consequences of your own actions if you refuse treatment or do not follow your provider(s)' instructions;
- Promptly paying bills and/or co-pays or making arrangements to do so;
- Following the health center's rules and regulations;
- Acting in a manner considerate of the rights of other persons on health center property;
- Respecting health center property and the personal property of others;
- Respecting the privacy of other patients and their protected health information.

## **CODE OF CONDUCT**

Community Health Connections (CHC) works to provide a safe and healthy environment for everyone who walks through its doors. CHC expects patients, staff and visitors to refrain from behaviors that are disruptive or pose a threat to the rights and safety of others. The following behaviors are prohibited:

- Carrying firearms or other weapons while on CHC property;
- Physically assaulting, endangering or inflicting bodily harm;
- Committing arson;
- Throwing objects;
- Climbing on furniture or toys. Adults are expected to supervise their children at all times.
- Verbally threatening to harm a person or destroy property;
- Making menacing or threatening gestures;
- Destroying personal or health center property;
- Making harassing, offensive or intimidating statements or threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal, or electronic communication;
- Making cultural, ethnic or racial slurs or other derogatory remarks about, but not limited to, someone's appearance, ethnicity, language, race or sex;
- Smoking while on health center property.

***Please report being subjected to or witnessing of these behaviors to any staff member. Violators may be removed from the facility and/or discharged from the health center practice.***