



- RIVERSIDE • SAFE HARBOR • PEARL STREET • SCHOOL-BASED DENTAL CENTER •
- CHAMPLAIN ISLANDS • SOUTH END • GOOD HEALTH • WINOOSKI • ESSEX •

YOU HAVE THE RIGHT TO:

- Receive considerate and respectful care regardless of your sex, age, race, religion, color, national origin, sexual orientation, gender identity or other personal characteristics including source of payment for your care.
- Have your cultural, social, spiritual, and personal beliefs respected.
- Receive interpreter services if you need them.
- Receive the information you need to know about your health and medical conditions in a way you can understand.
- Be treated in a safe and private setting.
- Receive the necessary information to participate in decisions about your care and give your informed permission before any diagnostic or therapeutic procedure is performed.
- Request a change in medical provider or get another opinion about your illness or treatment.
- Refuse treatment of care or services as allowable by law.
- Confidential health records, except in cases of medical emergency, in response to a court order, suspected abuse of children, or if you threaten to harm yourself or others.
- Know the names and positions of people involved in your care by official name tag or personal introduction.
- Ask for reasonable accommodation if you have a disability.
- Ask and receive an explanation of any charges made by CHC, even if covered by insurance.
- Ask for help with a living will or durable power of attorney.
- Ask to speak with a CHC Manager if you have a complaint.
- Bring concerns in writing to the CHC Patient Relations Committee, 617 Riverside Avenue, Burlington, VT 05401
- Bring concerns about legal compliance by calling the CHC Compliance Officer at 802-540-8253

YOU CAN EXPECT THAT CHC WILL:

- Provide health care to anyone, regardless of their ability to pay.
- Offer a sliding-fee discount for uninsured and under-insured patients who earn less than 200% of the Federal Poverty Level and for those who are experiencing homelessness.
- Inform you about the services we offer.
- Provide timely care, within our resource constraints.
- Provide clear diagnosis and treatment options when we can and be honest with you when we don't know or aren't sure.
- Provide clear boundaries with respect to the care we will provide to you and treatments we don't advise or will not do.
- Value you as a patient and person.

YOU HAVE A RESPONSIBILITY TO:

- Take part in your health care treatment.
- Provide honest and complete information about your past health history so that we can provide the right care.
- Give us information to ensure your records are accurate and complete.
- Help us obtain a copy of your health records from your past provider(s).
- Inform your provider about your illness and problems.
- Ask questions if you do not understand the explanation for your illness or any instructions that we give you.
- Use medications or medical devices as prescribed and for yourself only.
- Arrive on time for scheduled appointments.
- Call at least 24 hours in advance of your appointment to cancel and/or reschedule.
- Provide CHC with at least two business days' notice when you or a family member need medication refills.
- Speak and behave respectfully to CHC staff and other patients.
- Respect the privacy of other CHC patients.
- Pay your CHC bills or, if you are having difficulty, work with us to arrange a payment plan.
- Apply for benefits by visiting Patient Support Services in person, or by calling (802) 864-6309 and ask to speak with an eligibility representative.
- Inform your medical provider if you become worse or you have an unexpected reaction to a medication.

Non-Discrimination Statement for Services

The Community Health Centers (CHC) complies with all applicable state and federal civil rights laws. CHC does not discriminate or deny health services to any patients based on race, color, religion, marital status, age, language, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental disability, ancestry, place of birth, HIV status, national origin, veteran status, or any other legally protected categories. Any form of discrimination or denial of services will be investigated by the Community Health Centers. Those who are directly affected by such incident will be informed of the appropriate decisions or actions being taken in accordance with our values, mission, policies, privacy, and transparency.