



**Rights:**

A patient has the right to considerate and respectful treatment in an environment free from harm.

A patient has the right to services and will not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

A patient has the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.

A patient has the right to services without regard to ability to pay.

A patient has the right to be presumed legally competent except as determined by a court.

A patient has the right to present any complaint or grievance on matters pertaining to services received or any perceived or actual violation or rights.

A patient has the right to adequate and humane care in the least restrictive environment, pursuant to any individualized service plan.

A patient has the right to know the variety of services that are available and to participate in the planning of treatment.

A patient has the right to refuse treatment at any time and the patient has the right to be informed of the consequences resulting from refusal of treatment.

A patient has the right to receive confidential treatment.

A patient has the right to review and obtain a copy of their clinical record.

**Responsibilities:**

A patient has the responsibility to give full information to the best of their knowledge about their condition including symptoms, medications, and previous health conditions.

A patient has the responsibility to keep scheduled appointments or cancel 24 hours before the appointment.

A patient has the responsibility to ask questions if they do not clearly understand information or instructions about their treatment.

A patient has the responsibility to follow the treatment plan coordinated by their provider.

A patient has the responsibility to accept the consequences for their own actions.

A patient has the responsibility to ensure that payment for care is made promptly and in full.

A patient has the responsibility to follow all Family Health Services of Erie County rules and regulations.

A patient has the responsibility to be considerate of and respectful to caregivers, staff, other patients, and visitors to the health center.

A patient has the responsibility not to have or use alcoholic beverages or recreational drugs at the health center.

A patient has the responsibility to not have firearms or other weapons at the health center.