

Patient Responsibilities

Patients are responsible to provide the most accurate and complete information they can about current complaints, past illnesses, hospitalizations, medications, over-the-counter medications, unexpected changes in the patients condition, and other patient health matters.

The patient is responsible to participate in treatment decisions to ensure the best possible outcome.

EXPECTED BEHAVIOR OF THE PATIENT INCLUDES: *(but is not limited to)*

Following the plan of care.

Expressing concerns about the ability to comply or lack of understanding in doing the things you are asked to do.

Understanding the consequences if the plan of care is not followed.

Interacting with staff and providers without verbal and/or physical abuse. This behavior will not be tolerated and could result in your FHN services being terminated.

Helping the staff of FHN to improve its understanding of you/the patient's needs by providing feedback about service needs and expectations.

Making appointments and arriving on time. You must call us in advance when you cannot keep an appointment. This allows us to use the time to meet the needs of other patients.

Providing us with correct information about your source of payments and ability to pay your bill. Because we are federally funded, to provide care to the uninsured and the underinsured citizens of this community, our funding depends on completing all information on the Patient Information Form.



Family Health Network of Central New York, Inc.

17 Main Street, Suite 302

Cortland, NY 13045

Administration 607-753-3797

Billing 607-753-3798

Cincinnatus

607-863-4126

Cuyler/DeRuyter

315-852-3318

Cortland

607-758-3008

Marathon

607-849-3271

Perinatal/PCAP

607-758-3400

Groton Ave. Dental

607-344-0052

Moravia

315-497-9066

School Health Program

Marathon School

DeRuyter School

Cincinnatus School

607-753-3797

After Hours Emergencies

If you have an emergency call 607-756-0405. One of our professional staff is on call 24 hours a day, 365 days a year. You can call this number day or night.

FAMILY HEALTH NETWORK

PATIENT RIGHTS & RESPONSIBILITIES

**Important information every
patient needs to know**



**For more information call:
(607) 753-3797**

Patient's Rights

Patients will receive treatment/service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor.

1. Family Health Network (FHN) is a federally funded Health Center. Information regarding personal demographics, insurance, and financial responsibility is used for statistics only and will remain confidential. Reporting these statistics to the federal government enables FHN to continue to receive funding for the services we provide.
2. All patients will be treated with consideration, respect and dignity, including privacy in treatment.
3. All patients will be informed of the services available at the center through flyers, brochures, and other handouts. All staff members can explain our services as well.
4. In the case of an emergency, patients can call (607) 756-0405. One of our professional staff is on call 24 hours a day, 365 days a year. Patients can call this number day or night.
5. All patients will be informed of the charges for services, and when applicable, the availability of free or reduced-cost care.

6. All patients may have a copy of their statements and have the opportunity to discuss over the phone or in a meeting any disagreement or misunderstanding about their account.

7. To attain the best results possible for a patient, it is recognized that an open, trusting relationship between the patient and his/her provider is critical. Providers will respond to the patient's questions and offer information that is easy to understand. Written information is given when practical and/or requested.

8. An informed consent shall include, at a minimum, an explanation to the patient of the need for a particular treatment, information concerning the specific procedure and/or treatment options, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, so that the patient can make a knowledgeable decision regarding their health.

9. A patient may refuse treatment to the extent permitted by law. Should a patient refuse treatment, the practitioner will clearly explain the risks and possible negative outcomes to the patient and will document the interaction in the patient's record.

10. A patient may voice concerns or complaints regarding the care and services of FHN to the Clinical Administrative Assistant. FHN is responsible, if requested by the

patient, for providing the patient within 30 days a written response to the complaint. FHN is also responsible for notifying the patient that if they are not satisfied by the response, the patient may complain to the New York State Department of Health without fear of reprisal.

11. All patients are assured of privacy and confidentiality of all information and records pertaining to their treatment.

12. All patients must approve the release or disclosure of the contents of his/her medical records except as required by law by signing a consent authorizing FHN to release their information.

13. A patient may, upon request, review his/her record in consultation with their provider.

14. A patient may determine the course of his/her medical treatment through advanced directives.

A person's health depends on much more than health care services.

Patients are responsible for recognizing the impact of their lifestyle on their personal health.

FAMILY HEALTH NETWORK

If you should have any questions regarding your rights and responsibilities as a patient of Family Health Network please feel free to speak to your provider, or call (607) 753-3797.