

## Your Rights

At Fresh Healthcare, you have the right to:

**Receive information** about Fresh Healthcare, our services, our providers, and your rights and responsibilities.

**Receive compassionate care** in a safe setting without regard to your race, religion, ethnicity, color, national origin, cultural background, ancestry, language, gender, gender identity, gender expression, sex, sexual orientation, marital status, physical or mental disability, genetic information, age, or financial status.

**Be supported** in selecting a provider and seeking a second opinion.

**Participate with providers** in making decisions about your health care.

**Receive full information** about your care, including a complete discussion of appropriate or medically necessary treatment options for your conditions, the benefits, risks and alternatives of recommended treatments or procedures.

**Be respected** for your right to personal privacy and your right to make decisions about your future.

**Expect that the confidentiality** of all personal health information, communications, and records regarding your care be protected in accordance with Fresh Healthcare's Notice of Privacy Practices.

**Receive a response** in an appropriate, confidential, and timely manner to any concerns you have about your care or services provided, without sanction or reprisal.

**Receive information** about charges and payment methods.

**Voice any complaints** freely without fear of discrimination or retaliation.

## Your Responsibilities

At Fresh Healthcare, you have the responsibility of:

**Following the treatment plan** agreed on by you and your health care provider. You have a responsibility of informing your health care provider if you do not understand or cannot follow through with your treatment and to let them know if changes need to be made.

**Accepting the possible consequences** if you refuse treatment or do not follow your provider's instructions.

**Improving the quality** and safety of your care by providing accurate and complete information about your medical history, surgical history, family history, medications, and any changes to your health.

**Understanding your health problems** and participating in developing mutually agreed upon treatment goals, to the extent possible.

**Asking questions** if you do not understand any aspect of your medical condition or treatment.

**Being aware of the lifestyle choices that affect your health**, and understanding that the decisions you make can reduce your risk of illness and disease.

**Telling us** if you are satisfied or dissatisfied with any aspect of your care.

**Treating the providers, staff, and other patients** at Fresh Healthcare with respect.

**Letting us know** if your contact information changes. If you move or change your e-mail address or phone number, please keep us informed.

**Notifying us** in advance if you will be late for, or have to cancel, an appointment.

**Paying your bills** when you come in for care.