

South of Market Health Center

Patient Rights and Responsibilities

Each patient has the right to:

- Considerate and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating the care and the names and professional relationships of other physicians who will see the patient.
- Receive information about the illness, the course of treatment and prospects for recovery in terms that the patient can understand.
- Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse this course of treatment.
- Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.
- Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to their care and treatment. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with their care and treatment.
- Reasonable responses to any reasonable requests made for service.
- Reasonable continuity of care and to know in advance, the time and location of appointment as well as the identity of persons providing the care.
- Be advised if clinic/personal physician proposes to engage in or perform human experimentation affecting care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed of continuing healthcare requirements following discontinuation of treatment.
- Examine and receive an explanation of the bill regardless of source of payment.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Have the patient's wishes considered for purposes of determining who may
- Participate in the medical visit if the patient lacks decision-making capacity. This section may not be construed to prohibit the health center from otherwise establishing reasonable restrictions if the wishes of the patient may compromise or hinder the rendering of appropriate or needed medical care.

Each patient shall be responsible for:

- The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about his/her place of residence, present complaints, past illnesses, changes in his/her medical condition.
- A patient is responsible for reporting whether he/she clearly comprehends what their course of treatment is and what is expected of him/her.
- Compliance with instructions.
- The patient is responsible for following the treatment plan recommended by the health care provider primarily responsible for his/her care. This may include following the instructions of nurses and other allied health personnel as they implement the coordinated plan of care and enforce SMHC's rules and regulations.
- Respect and consideration to providers, staff and other clients in and around the facility.
- Respecting the property of other persons and of SMHC.

For help with patient concerns, contact Clinic Manager at (415) 626-2951 or, Executive Director at (415) 436-0111