

Patient Bill of Rights and Responsibilities

Reinhart Family Healthcare is committed in our mission to provide quality primary health care, and to be the leader of family practice services. In carrying out our medical mission, we will respect the human rights of our patients, and provide care in an atmosphere of compassion and confidentiality.

Our patients have the following rights:

- The right to receive medical care and services from a qualified licensed physicians or healthcare provider.
- The rights to compassionate and respectful care and service from our providers and staff.
- The right to receive clear and understandable information regarding your healthcare.
- The right to have access to evidence-based care, patient/family education and self-management support.
- The right to equal access regardless of source of payment.
- The right to participate in all decisions regarding your care and treatment.
- The right to refuse medical treatment.
- The right to discuss your care or treatment plan with your provider and the right to express any dissatisfaction with care or treatment.
- The right to maintain the confidentiality and privacy of the provider/patient relationship, and the right to maintain confidentiality of your medical record.

Our patients shall agree to the following responsibilities:

- Keep all medical appointments or call in advance to reschedule or cancel.
- Provide complete medical history and information about care obtained outside the practice.
- Follow instructions and guidelines given by your provider.
- Ask questions if you do not understand the medical treatment prescribed by your provider.
- Provide the office with all necessary insurance and billing information so that your claims may be processed appropriately.
- Promptly pay appropriate co-payments and deductibles or payment in full at time of service, if not covered by a participating insurance carrier unless prior arrangements are made with our billing office.

**Notice Informing Individuals About Nondiscrimination and Accessibility
Requirements Nondiscrimination Statement: Discrimination is Against the
Law**

Reinhart Family Healthcare PA complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Reinhart Family Healthcare PA does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Reinhart Family Healthcare, at the request of the patient or responsible party:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters
- Written information in other formats (large print, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as: Qualified interpreters
- Information written in other

languages If you need these services, contact

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If you believe that Reinhart Family Healthcare PA has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a written grievance with: Patient Advocate Representative 777 Jordan Drive Monticello, AR 71655 or speak to the clinic manager at 777 Jordan Drive Monticello, AR 71655. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.