

**Traverse Health Clinic and Coalition
D.B.A. Traverse Health Clinic
1719 S. Garfield Avenue
Traverse City, MI 49686**

PATIENT AND CLINIC RIGHTS AND RESPONSIBILITIES CONTRACT

Welcome to Traverse Health Clinic. Our goal is to provide quality health care to all people in the greater Traverse City region regardless of their ability to pay. As a patient, you have rights and responsibilities. Traverse Health Clinic (the Clinic) also has rights and responsibilities. We want you to understand these rights and responsibilities so you can help us provide better health care for you and/or your children. Please read and sign this statement and ask us any questions you have.

A. Human Rights

You have a right to be treated with respect regardless of race, color, marital status, religion, gender, national origin, ancestry, age, sexual orientation, physical or mental handicap or disability, or other grounds as applicable federal, state and local laws or regulations.

B. Payment For Services

1. You are responsible for giving staff accurate information about your present financial status and any changes in your financial status. The staff needs this information to decide if you qualify for a discount and/or so they can bill private insurance, Medicaid, Medicare, or other benefits for which you may be eligible. Patients who have family incomes below 200% of the Federal Poverty Level are eligible for a sliding fee discount if appropriate paperwork is completed.
2. You have a right to receive explanations of the Clinic's bill. You must pay, or arrange to pay, all agreed fees for medical, dental and behavioral health services. If you cannot pay right away, please let staff know so they can provide care for you now and work out a payment plan.
3. Federal law prohibits the Clinic from denying you primary health care services which are medically necessary solely because you cannot pay for these services.

C. Privacy

You have a right to have your interviews, examinations and treatment in privacy. Your medical records are also private. Only legally authorized persons may see your medical records unless you request in writing for us to show them to, or copy them for, someone else. In certain instances, the Clinic may be required to report to the Michigan Department of Community Health regarding your specific health condition or disease status. A complete discussion of your privacy rights will be given to you along with this document and is named the Clinic's Notice of Privacy Practices. The Notice of Privacy Practices sets forth the ways in which your medical records may be used or disclosed by the Clinic and the rights granted to you under the Health Insurance Portability and Accountability Act (HIPAA).

D. Health Care

1. You are responsible for providing the Clinic with complete and current information about your health or illness so that we can give you proper health care. You have a right, and are encouraged, to participate in decisions about your treatment.
2. As an established patient, if you call for a same day appointment any day that Traverse Health Clinic is open for business, we will do everything we can to see you that day.
3. You have a right to information and explanations in the language you normally speak and in words that you understand. You have a right to information about your health or illness, treatment plan, including the nature of your treatment; its expected benefits; its inherent risks and hazards (and the consequences of refusing treatment); the reasonable alternatives, if any (and their risks and benefits); and the expected outcome, if known. This information is called obtaining your informed consent.
4. You have the right to receive information regarding "Advanced Directives". If you do not wish to receive this information, or if it is not medically advisable to share that information with you, we will provide it to your legally authorized representative.
5. You are responsible for appropriate use of Clinic services, which includes following staff instructions, making and keeping scheduled appointments, and contacting us for care first, whether you are well or ill. Clinic professionals will not be able to see you unless you have an appointment. If you are unable to follow instructions from the staff, please tell them so they can help you.

6. If you are an adult, you have a right to refuse treatment or procedures to the extent permitted by applicable laws and regulations. In this regard, you have the right to be informed of the risks, hazards, and consequences of your refusing such treatment or procedures. Your receipt of this information is necessary so that your refusal will be “informed”. You are responsible for the consequences and outcome of refusing recommended treatment or procedures. If you refuse treatment or procedures that your healthcare providers believe is in your best interest, you may be asked to sign an Against Medical Advice form.
7. You have a right to health care and treatment that is reasonable for your condition and within our capability, however, the Clinic is not an emergency care facility. You have a right to be transferred or referred to another facility for services that the Clinic cannot provide. The Clinic does not pay for services that you receive from another healthcare provider.
8. You have the right to participate or refuse to participate in research projects. This will not affect the care you received at the Clinic.

E. Clinic Rules

1. You have the right to receive information on how to appropriately use the Clinic’s services. You are responsible for using the Clinic’s services in an appropriate manner. If you have any questions, please ask us.
2. Traverse Health Clinic staff members have the right to be treated in a respectful manner during face to face, phone and electronic encounters.
3. You are responsible for the supervision of children you bring with you to the Clinic. You are responsible for your children’s safety and the protection of other patients and our property.
4. You have a responsibility to keep your scheduled appointments both at the clinic and for specialty services and referrals. Missed scheduled appointments cause delay in treating other patients. If you do not keep scheduled appointments you will be in jeopardy of being subject to disciplinary action pursuant to the Clinic’s policies and procedures.
5. You have a responsibility to give the Clinic staff a 3-5 day notice to address medication refill requests.

6. Please understand that all medications and/or equipment needs are not a covered benefit for Clinic patients.

F. Complaints

1. If you are not satisfied with our services, please tell us. We want suggestions so we can improve our services. Staff will tell you how to file a complaint. If you are not satisfied with how the staff handles your complaint, you may submit a complaint to the CEO and an internal process will be followed to address your complaint.
2. If you make a complaint, no Clinic representative will punish, discriminate or retaliate against you for filing a complaint, and the Clinic will continue to provide you services.

G. Termination

1. If the Clinic decides that we must stop treating you as a patient, you have a right to advance written notice that explains the reason for the decision, and you will be given 30 days to find other health care services. However, the Clinic can decide to stop treating you immediately, and without written notice, if you have created a threat to the safety of the staff and/or other patients. You have a right to receive a copy of the Clinic's Termination of the Patient and Clinic Relationship Policy and Procedure.

Reasons for which we may stop seeing you include:

1. Failure to obey center rules and policies, such as keeping scheduled appointments;
2. Intentional failure to accurately report your financial status;
3. Intentional failure to report accurate information concerning your health or illness;
4. Intentional failure to follow the health care program, such instructions about taking medications, personal health practices, or follow up appointments, as recommended by your healthcare provider(s), and/or
5. Creating a threat to the safety of the staff and/or other patients

H. Appeals

If the Clinic has given you notice of termination of the patient and Clinic relationship, you have the right to appeal the decision to the Board. Unless you have a medical emergency, we will not continue to see you as a patient while you are appealing the decision.

