



Concord Children Clinic

YOUR RIGHTS

As a patient at Concord Children Clinic (CCC) you have certain rights. The staff and providers here at CCC are dedicated to providing you with high quality care in an efficient and courteous manner. To ensure this, we have identified the following rights for our patients (please note that the words “patient” or “you” refer to the child or his/her legal guardian if he/she is younger than 18):

1. Right to Dignity – You have the right to be treated with respect no matter what your race, age, beliefs, and country of your birth, source of payment or kind of illness. If you have a hearing or special problem or speak another language, please let us know so that we can accommodate you.
2. Right to Privacy – It is also your right to expect that we will do all we can to provide for your security and to protect your privacy. Your healthcare will only be discussed with people involved in your care. You have a right to expect that all information about your care will be kept private unless you give permission, except as required by law.
3. Right to Identification – You have the right to know the name of any physician, nurse practitioner, physician assistant, or other person who gives you care and the purpose of that care.
4. Right to Refuse – You have the right to refuse any medical treatment within legal limits. If you refuse, we will tell you the possible medical risks of the refusal. You may be requested to sign papers relieving the clinic from liability.
5. Right to Understand – As a patient, you have the right to be given information about your medical problem. You will be told how the problem will be treated, risks and benefits. If requested, you will also be told the cost of your treatment as closely as we can. You also have the right to see your medical record and ask questions, except when limited by law.
6. Right to Choose – You have the right to help make decisions about your care and to be given clear information to make those decisions. You will not be involved in investigational studies or clinical trials without your knowledge, and consent.
7. CCC will care for you to the best of our ability. If you need treatment that we cannot provide, we will help you find another doctor that can provide the special care you need.

Along with these rights, you have certain responsibilities to Concord Children Clinic. These include:

1. Letting us know if you do not understand your diagnosis or treatment.
2. Following the instructions and advice agreed-upon by you and the providers and staff of CCC.
3. Letting us know if you suffer complications or unexpected results from any treatment.
4. Contacting our office first before seeking care from specialists hospitals.
5. In emergencies, attempting to contact a CCC doctor first for advise and directions. If the emergency is life-threatening you should call 911 and/or go to the nearest emergency facility.
6. Providing insurance information to CCC before receiving care.
7. Assuming responsibility for any charges for your care, including co-payments.
8. Giving honest, accurate, and complete information to us as needed for your care.
9. Being considerate to staff and providers.

If you have a problem or conflict regarding your care, we will welcome any comments. Please ask to speak with the office manager.