

Our House Health  
Client Rights & Responsibilities

**Client Rights**

- The right to treatment with dignity and respect in a non-judgmental manner by Clinic volunteers and staff.
- The Clinic does not discriminate on the basis of race, ethnicity, color, religion, age, country of origin, sexual orientation, language fluency, immigration status, or physical ability. The Clinic will use interpretation and translation services and additional vision, hearing, cognitive and speech aids to facilitate communications regarding treatment and care as reasonably possible.
- The right to participate in the plan of care and to receive information about current health status, care needs, anticipated outcomes and future health status.
- The right to know the names and titles of the persons providing services.
- The right to confidentiality. Information will only be shared following the Clinic's HIPAA Notice of Privacy Practices.
- The right to request access to their medical records as permitted or required by applicable law.
- The right to be seen with as much privacy as reasonably possible.
- The right to make informed decisions about their care, including consenting to or refusing treatment at any time for any reason.

- The right to know the rules and expectations of the Clinic.

### **Client Responsibilities**

- You treat Clinic staff, volunteers and other clients with courtesy and respect, or you may be denied treatment and discharged from the Clinic. The clinic has a zero-tolerance policy in place for acts of violence.
- Provide eligibility documentation that is accurate and up to date.
- You are honest about all your medical history including mental health and substance use.
- Be sure you understand all recommendations and instructions. Ask to discuss any concerns you have.
- Take your medications as prescribed and follow all instructions.
- Do not take photographs, videos or otherwise make any recordings in Our House Health Clinic premises of any Our House employees, volunteers, residents, patients or visitors, without express permission from them.
- Do not take photographs, videos, or otherwise make any recordings in Our House Health Clinic premises of any medical or clinical procedures, practices, medical records, or any other documentation containing protected health information
- Take reasonable measures to protect your personal items and belongings. The Clinic is not responsible for your personal belongings

- Take responsibility for the actions of and to care for any minors accompanying you on Our House Health Clinic premises
- If Our House Health Clinic is closed and you have unexpected bleeding, pain, or swelling, you may: seek a medical provider at an urgent care facility or a Hospital Emergency Room. If you are experiencing a medical emergency, dial 911.
- Scheduled appointments require cancellation at least 24 hours prior to the date of service except for extraordinary circumstances. If you are a “No Show” for a scheduled appointment, you may not be eligible for further services at Our House Health Clinic.
- If extensive health services are needed, you may be referred to another clinic or specialist for additional services. When you are referred, you may be asked to make payment arrangements for those services.
- Upon discharge from the program, you are to follow-up with care at a primary care office, Federally Qualified Health Center, Department of Public Health, or other medical office. Our care coordinator can provide you with resources for care outside of our Clinic.