



Patient Rights & Responsibilities

Compass Health Center is dedicated to treating and serving each patient with respect, consideration, and dignity, regardless of the patient's age, race, religion, ethnicity, national origin, creed, disability, sex, sexual orientation, gender identity or expression, HIV status or any other status protected by applicable law. This document has been prepared to inform you of your rights and responsibilities as a patient of Compass Health Center. Should you have any questions regarding what is stated below, please do not hesitate to ask your treatment provider.

Patient Rights

- Compass Health Center is committed to each patient's participation in decisions involving their health care. The patient has the right to ask questions and receive answers regarding their recommended treatment plan. This includes the right to discuss the risks and benefits, side effects and experimental nature of any recommended treatment.
- The patient has the right to nondiscriminatory access to services as specified in the Americans with Disabilities Act of 1990. All services will be provided in the least restrictive environment available.
- The patient has the right to accept or refuse any recommended treatment. The patient also has a right to hear the potential consequences of refusing treatment. If the patient has any concerns regarding the care prescribed, they may appeal the treatment recommendation/decision with their provider or by contacting the Director of Patient Experience.
- The patient, and/or the parent/legal guardian, when applicable, has the right to be provided with information concerning the patient's diagnosis, treatment and evaluation, if applicable.
- The patient is entitled to request copies of his/her medical records, receive copies of the record in a reasonable time frame and is encouraged to become familiar with the rights afforded to the patient pursuant to Compass Health Center's Notice of Privacy Practices.
- The patient has the right to courtesy, respect, dignity, responsiveness, and timely attention when being treated or served at Compass Health Center.
- The patient has a right to treatment free from abuse, neglect or exploitation.
- The patient has the right to confidentiality, as discussed above. The provider will not reveal confidential communications or information without the patient's consent, unless provided for by law or by the need to protect the welfare of the individual or the public interest. Status and testing of HIV/AIDS is confidential. Please refer to the Notice of Privacy Practices for additional information.
- The patient has a right to withhold informed consent for treatment and/or consent to release information to other persons/providers and know the potential outcomes of withholding these consents.
- The patient has a right to communication that is understandable to them and to request accommodations to overcome language/communication barriers.
- The patient has the right to file a complaint or grievance. Such concerns can be provided by completing an anonymous satisfaction survey, by contacting your program director, by contacting the Director of Patient Experience, by putting an anonymous comment in the comment box in the lobby or via phone at (224) 205-3762.
- The patient has a right to be free from restraints and seclusion of any kind that is used as a means of coercion, discipline, convenience, or retaliation by staff.
- The patient has the right to request information regarding Compass Health Center, its providers, the members of their treatment team and their credentials/training, and the services available at any time.
- If appropriate, the patient has the right to request a change in their provider, if another qualified provider is available. Further, the patient has the right to terminate treatment at any time and/or request a referral.
- The patient has a right to request a second opinion at their own expense.
- The patient has a right to request an amendment to the clinical record, in writing, and receive a response to that request, in writing, in a timely manner. Both become part of the patient's medical record.
- The patient has a right to be informed of their responsibilities as a patient of Compass Health Center.



Patient Responsibilities

- The patient is responsible for providing complete and accurate information to the best of their ability about their health, health history, any medications (including over-the-counter products), dietary supplements, allergies/sensitivities, hospitalizations, family history and any other relevant information that is requested by Compass Health Center.
- The patient is responsible for updating any information provided, as necessary, including changes in health, medical conditions or medications prescribed by other providers.
- Patients have a responsibility to ask questions and express their concerns clearly to their providers, particularly when they feel their treatment plan or medication regimen no longer works for them, or if they are experiencing any changes and/or side effects.
- The patient is responsible for following the treatment plan prescribed by their provider and participating in their care.
- The patient is responsible for requesting information or clarification about their health status or treatment when they do not fully understand what has been described.
- The patient is financially responsible for all outstanding balances and any charges not covered by his/her insurance. Further, the patient is responsible for informing Compass Health Center of any changes to his/her insurance carrier or coverage plan.
- The patient is responsible for informing their provider when they feel their treatment plan or medication regimen no longer works for them, they are experiencing any changes and/or side effects, or if there is a change in the medications they are taking (including those prescribed by others).
- The patient is responsible for keeping their appointments, attending their program as required, and calling in advance to cancel and/or report an absence.
- The patient is responsible for following Compass Health Center policies, including those policies specific to the program in which the patient participates.
- The patient is responsible for his/her conduct and should be respectful to Compass Health Center professionals, staff, as well as other patients.

For Minor Patients

- For patients 12-17, the rights and responsibilities are maintained by the patient and extended to their legal guardians.
- For patients under the age of 12, the rights are transferred to their legal guardian in their stead.