

Counseling & Health Center

317 West "F" Street Ontario, CA 91762

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Consumer Notice of Rights and Responsibilities

Dignity and Respect

You have the right to be treated with consideration, dignity and respect – and the responsibility – to respect the rights, property and environment of all physicians and other health care professionals, employees and other patients.

You have the right to access your own treatment records and have the privacy and the confidentiality of those records maintained.

You are also entitled to exercise these rights regardless of gender, age, sexual orientation, marital status or culture; or economic, educational or religious background.

Knowledge and Information

You have the right to receive information about the organization's services and practitioners, clinical guidelines, and member's right and responsibilities.

You have the right – and the responsibility – to know about and understand your health care and your coverage, including:

- Participating with your physician and other healthcare professionals in decision making regarding your treatment planning. Having participated and agreed to a treatment plan, you have a responsibility to follow the treatment plan or advise your provider otherwise.
- The names and titles of all health care professionals involved in your treatment.
- Your clinical condition and health status.
- Any services and procedures involved in your recommended course of treatment.
- Any continuing health care requirements following your discharge from a provider's office, hospital, or treatment program.
- How your health plan operates – as stated in your Policy and/or Certificate.
- The medications prescribed for you – what they are for, how to take them properly and possible side effects.
- Our staff are committed to providing you with professional quality service to assist you in addressing your mental health needs for this reason all calls are recorded

Patient or Guardian's Signature

Date
