

LIST OF PATIENT RIGHTS AND RESPONSIBILITIES IN THE STATE OF CALIFORNIA

In accordance with California laws, patients of One Community Health have the following Rights and Responsibilities:

Patient Rights

One Community Health patients have the right to:

1. Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for your care.
2. Considerate and respectful care.
3. Knowledge of the name of the physician who has primary responsibility of coordinating your care and the names and professional relationships of other physicians who will see you.
4. Receive information from your physician about your illness and your prospects for recovery in terms that you can understand.
5. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
6. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
7. Formulate advanced directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Practitioners who provide care, whether in the hospital setting or in our clinics, shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
8. Participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment.
9. Full consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and should

be conducted discreetly. The patient has the right to be advised as to the reason for the presence of the individual.

10. Confidential treatment of all communications and records pertaining to your care at One Community Health. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
11. Leave the clinic/treatment even against the advice of your physician.
12. Reasonable continuity of care to know in advance the time and location of appointment, as well as the physician providing care.
13. Be advised if clinic/personal physician proposes to engage in or perform human experimentation affecting care or treatment. You have the right to refuse to participate in such research projects.
14. Be informed by your physician or a delegate of your physician of your continuing healthcare requirements.
15. Examine and receive an explanation of your bill regardless of the source of payment.
16. Know which clinic rules and policies apply to your conduct as a patient.
17. Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
18. Access your medical file.
19. File a grievance or complaint by calling One Community Health Complaint Hotline (916) 443-3299 ext. 6290 or in writing to:

One Community Health Practice Manager
1500 21st Street
Sacramento, California 95811

20. File a complaint with the state Department of Health Services, regardless of whether you use One Community Health grievance process by calling (800) 554-0354 or writing to the department at:

California Department of Public Health Services
2000 Evergreen St., Suite 210
Sacramento, CA 95815

21. Have all One Community Health personnel observe these rights.

Patient Responsibilities

As a patient of One Community Health, you are responsible for:

1. Providing information concerning past and present illnesses, complaints, medications and medical history to the best of your ability.

2. Report any unexpected changes in your condition to your provider.
3. Follow the treatment plan recommended by your providers. This includes responsibility for keeping your appointments and for notifying your provider if you are unable to do so.
4. Assuring that the financial obligations of your care are fulfilled promptly.
5. Following clinic rules and regulations concerning care and conduct.