

KNOW YOUR PATIENT RIGHTS

Civil Rights

1. Patients have the right to considerate and respectful treatment in an environment free from harm.
2. Patients seeking services shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

Discrimination

1. Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.
2. Patients may receive services without regard to one's ability to pay; if you are unable to pay the full fee for services, a sliding fee is available to you. You may examine and receive an explanation of your bill of services.
3. No recipient of services is presumed legally incompetent except as determined by a court.
4. Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.

Treatment

1. A recipient of services shall be provided with adequate and humane care and in the least restrictive environment, pursuant to an individualized service plan. When appropriate, a recipient's nearest kin or guardian shall be involved in the treatment/service plan.
2. Patients have the right to know of the variety of services that may be available and to participate in the planning of treatment.
3. Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment.
4. Seclusion will not be used as a means of intervention for any recipient services.

Confidentiality

1. Patients will receive confidential treatment; all clinical records and client information are protected by law, regulations and center policies. For the purposes of funding, certification, licensure, audit, research or other legitimate purpose, your clinical record may be used by the person conducting the review to the extent that is necessary to accomplish the purpose of the review.
2. Patient information will be released to or requested from other sources requires your written consent. Patient records can be subpoenaed by court order and does not require your signature for release of information.
3. Patients have the right to review, and obtain a copy of your clinical record in accordance with SCHC's policy

PATIENT RESPONSIBILITIES

- Be sure we have your correct name: Name, Address, Birthday, Phone number, Pharmacy and insurance.
- Arrive early or on time for your appointment. You will only have a fifteen-minute grace period before we have to reschedule your appointment.
- Give us 24 hours' notice if you cannot make it to your appointment.
- Come prepared to ask questions about your healthcare needs.
- Ask questions if you do not understand the plan of care for you.
- Follow the advice the Providers give you.
- Bring all medicine bottles or a list of medications with you to your appointment.
- If you are referred to a specialist, you are responsible for keeping all appointments or rescheduling them on your own.
- Be courteous to the staff and other visitors at the center.
- No smoking on the property.

FOR AFTER HOURS CARE:

- If you have an emergency, call 911 or go to the nearest emergency room.
- If you need to reach the doctor on call and the issue cannot wait until the next business day leave a message. Your call will be returned.
- If you are calling for a refill, have your pharmacy send us a refill request electronically.
- If you need an appointment, please call during normal business hours.
- For anything else, leave a message and your call will be returned.



234 Amy Avenue
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It is our honor to partner with residents of this community to promote healthy living through Christ centered care.

We are committed to providing superior care to our patients by ensuring access for our patients to see the provider, completing each visit in a timely manner, communicating test results and providing a plan of care for each patient. In order to do this, we must create a partnership with our patients where we can collectively manage the care for you and your family. We have established the following policies to help us to be a successful healthcare center and fulfill our commitment to the community.

Same day Appointments: Visits are available Monday from 11am-6:20pm as well as Tuesdays-Fridays from 9am-4:20pm. Our phone lines open at 10:30am Mondays & 8:30am Tues-Friday. Be sure to call as early as possible to schedule your same day appointment. *Walk-ins are always welcome WITH THE STIPULATION that if all the scheduled appointments come in we may have to turn walk-in appointments away until the next available appointment.*

- **Prescription Refills:** All prescription refills MUST come from your pharmacy. Please contact your pharmacy, they will request your refill electronically. If you are out of refills you may be required to see your provider to get new prescriptions. Your signature below gives us access to your records at the pharmacy.
- **Paperwork Request:** Paperwork requests are processed as follows (NO EXCEPTIONS):
 - **FMLA Forms:** There will be a \$20.00 fee upon drop off and we will have 7-10 business days to complete.
 - **Immunization Records:** The first copy is free and any request after the first copy will require a \$10.00 charge and will be processed within 2 business days of the request.
 - **Medical Records:** The first copy is free and each additional copy is \$1.00 per page. We will have 30 days to process this request.
 - **Medical Necessity Letters:** There is a \$10.00 charge for each letter and we will have 2 business days to process this request.
- **Missed and Late Appointments:**
 - If you fail to show up for your appointment three times, you may be discharged from the practice. Provider and the manager's discretion.
 - Patients are requested to arrive 10-15 minutes prior to their appointment time to complete any necessary paperwork like updating demographics information.
 - If you are 15 minutes or more late to your appointment, you WILL be asked to reschedule.



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WHAT YOU SHOULD KNOW ABOUT HIV & AIDS

WHAT IS AIDS?

AIDS is the Acquired Immune Deficiency Syndrome—a serious illness that makes the body unable to fight infection. A person with AIDS is susceptible to certain infections and cancers. When a person with AIDS cannot fight off infections, this person becomes ill. These infections can eventually kill a person with AIDS.

WHAT CAUSES AIDS?

The human immunodeficiency virus (HIV) causes AIDS. Early diagnosis of HIV infection is important! If you have been told that you have HIV, you should get prompt medical treatment. In many cases, early treatment can enhance a person's ability to remain healthy as long as possible. Your doctor will help you determine the best treatment for you. Free or reduced cost anonymous and confidential testing with counseling is available at most local health departments in Kentucky. After being infected with HIV, it takes between two weeks to six months before the test can detect antibodies to the virus.

HOW IS THE HIV VIRUS SPREAD?

- Sexual contact (oral, anal, or vaginal intercourse) with an infected person when blood, pre-ejaculation fluid, semen or cervical/vaginal secretions are exchanged.
- Sharing syringes, needles, cotton, cookers and other drug injecting equipment with someone who is infected.
- Receiving contaminated blood or blood products (very unlikely now because blood used in transfusions has been tested for HIV antibodies since March 1985).
- An infected mother passing HIV to her unborn child before or during childbirth, and through breast-feeding.
- Receipt of transplant, tissue/organs, or artificial insemination from an infected donor.
- Needle stick or other sharps injury in a health care setting involving an infected person. Infections can sometimes be prevented by taking post-exposure prophylaxis anti-retroviral drugs. Strict adherence to universal precautions is the best way to prevent exposures.

YOU CANNOT GET HIV THROUGH CASUAL CONTACT SUCH AS:

- Sharing food, utensils or plates
- Touching someone who is infected with HIV

- Hugging or shaking hands
- Donating blood or plasma (this has never been a risk for getting HIV)
- Using public restrooms
- Being bitten by mosquitoes or other insects
- Using tanning beds (always clean before and after use)

HOW CAN I PREVENT HIV/AIDS?

- Do not share needles or other drug paraphernalia.
- Do not have sexual intercourse except with a monogamous partner whom you know is not infected and who is not sharing needles. If you choose to have sex with anyone else, use latex condoms (rubbers), female condoms or dental dams, and water based lubricants every time you have sex.
- Educate yourself and others about HIV infection and AIDS.

WOMEN AND HIV/AIDS

For females with HIV/AIDS in Kentucky, heterosexual exposure and injection drug use are the most common modes of transmission of HIV. HIV can be spread through body fluids (i.e., blood, semen, vaginal secretions, and breast milk).

All pregnant women should have blood tests to check for HIV infection.

- Mothers can pass HIV infection to their babies during pregnancy, labor and delivery, and by the child ingesting infected breast milk.
- Without treatment, about 25% (1 out of 4) of the babies born to HIV infected women will get HIV.
- Medical treatment for the HIV infected woman during pregnancy, labor, and delivery can reduce the chance of the baby getting HIV from its mother to less than 2% (less than 2 out of 100).
- An HIV infected mother should not breast feed her newborn baby.

This agency provides quality services to all patients, regardless of HIV status.

If you need more information call: Kentucky HIV/AIDS Program 502-564-6539 or the National AIDS hotline 1-800-342-AIDS