

Patient Rights and Responsibilities

As a patient of the Rock River Community Clinic (RRCC) you have a right:

- To be treated with respect and dignity, including privacy in treatment and care.
- To confidential treatment of your personal and medical records and to approve or refuse their release to any individual outside the RRCC except in the case of a medical emergency or as required by law.
- To request a copy of your records following the RRCC policy.

As a patient of the Rock River Community Clinic (RRCC) your responsibilities include:

- To phone, in advance, to arrange an appointment for treatment at the RRCC.
- To arrive 15 minutes prior to your appointment time to complete all necessary paperwork. Anyone arriving more than 15 minutes after their scheduled appointment time may be asked to reschedule.
- To attend all scheduled appointments, or call 24 hours in advance to cancel an appointment.
- To understand you will be seen by the medical provider who is available at the time and date of your appointment, and to understand that you may be seen by another medical provider for any subsequent appointments.
- To take part in any State or local medical program for which you meet the qualifications, and to be screened for such programs.
- To take part in the Partnership for Prescription Assistance Program for medications when asked. To utilize any prescription discount programs through local pharmacies.
- To complete and sign all forms and provide copies of current Income Tax Returns or other income verification as requested. Patients who refuse to supply their current Income Tax Return or other requested verification may be prohibited from future use of clinic services.
- To keep all appointments for medical testing or with medical specialists or other medical/dental providers arranged by the RRCC.
- To remain in the waiting room area after signing in. Anyone leaving the clinic after signing in who is not available to be screened or treated when called, may be asked to reschedule his/her appointment.
- To be considerate of others and to promote a healthy environment, RRCC has a policy prohibiting smoking on, or in the immediate vicinity of the premises.
- To make sure you have enough medication, attend a clinic one week before your medications are due to run out. Medications or prescriptions are available only during clinic hours of operation.
- If you become ill on days other than when the clinic is open, go to the local urgent care.
- The results of all medical and laboratory tests are available only during clinic hours of operation. You must come to the RRCC to review results with the provider.
- Part of the staff at the RRCC are volunteers. Patients are expected to be polite toward all staff and volunteers.

Release of Medical Information

Authorization to release

The Practice Coordinator/designee will approve all medical record information releases and ensure that all employees are aware of relevant guidelines.

Procedures:

1. Property of medical record

- a. The medical record is the property of the Practice. It is maintained for the benefit of the patient and the medical staff. It is the medical group's responsibility to protect the record against loss, defacement and tampering, as well as any unauthorized use.

- a. With a written request, and with reasonable notice, the Practice will provide a patient or designee, with a copy of the medical record. If the patient chooses, copies of the "pertinent" portion of the record may be obtained. The Practice will respond in 30 days unless the record is off the premises. If it is off the premises, then the Practice will respond in 60 days. If extenuating circumstances arise, the Practice will provide written notice that it needs an extension for an additional 30 days.
 - b. The Practice will release the entire medical record as authorized by the patient, which includes notes and information contained from an outside provider.
 - c. Requests for medical records must contain the name and address of the patient and provider, the person or organization to which information is to be released, and a statement that the request may be revoked by the patient, the specific information requested, the date of the request, the purpose and the signature of the patient. A statement that the request complies with these regulations, and has been approved by the attorney should be included.
 - d. The Practice reserves the right to a five working day completion time for these releases.
 - e. If a patient requests a copy of health information, the Practice may charge a reasonable, cost-based fee for the copying. (See related policy.)
5. Records of adopted children
- a. Prior to the release of any medical record, it will be thoroughly read to make sure that if it is an adoptee's chart, it does not contain pre-adoptive identifying data. If this type of information is found, it will be brought to the attention of the Practice Coordinator, who will handle this record release.
 - b. No one may release chart information with identifying data on an adoptee contained in it. All of these releases are to be completed by the Practice Coordinator. If it is a true emergency, copy only necessary information and blacken any pre-adoption identifying information, and proceed as usual with the release.
 - c. UPON NOTICE OF AN ADOPTION, THE PRACTICE COORDINATOR, IN CONJUNCTION WITH PATIENT BUSINESS SERVICES, WILL:
 - (1) Copy information referring to the medical/mental condition of the child (including abuse or mistreatment).
 - (2) Blacken names of original parent(s) or other identifying information (other names, addresses, phone numbers, etc.) on the copies.
 - (3) Create a new medical record folder with the child's new name, new family information and altered records.
 - (4) Delete child from former family listing/computer. (If there is an outstanding bill, consult the Billing Department.)
 - (5) Create a new computer record for the child's new identity with the new responsible party.
 - (6) Type a note and send to the Legal File in the corporate offices:
 - Date of birth;
 - Date of adoption;
 - Original name of child, birth parents, chart number;
 - New name of child, new parents, chart number; and
 - Date and sign.