



Hastings Family Planning, Inc.

Client Bill Of Rights and Responsibilities

Client Rights

- All clients will be informed about their rights and responsibilities
- Clients have the RIGHT to:
 - Be treated with dignity, respect and privacy of your care and treatment.
 - Expect all communication and records will be kept confidential and only released with your written consent, except as required by law or third party payment contract.
 - Receive safe and high quality comprehensive family planning and related services provided by qualified competent personnel.
 - Be informed in advance about care and treatment in a clear, concise explanation, in terms easily understood, of probable risks, benefits, serious side effects, and alternatives.
 - Receive all information necessary in order to give informed consent or refusal for any particular drug, device, test, procedure, or treatment.
 - Have input into all phases of the care and treatment provided.
 - Be provided with educational and counseling on all aspects of reproductive health and related concerns.
 - Be referred of all services available through the agency.
 - Be informed of all relevant clinics policies and procedures, including charges for services and eligibility for third party reimbursement.
 - Be informed of provisions of off hour and emergency coverage.
 - Know the names of all agency staff.
 - Be provided with an interpreter if you do not speak English.
 - Access to information requested from your medical records within a timely manner of being requested
 - Evaluate the effectiveness of the services
 - Voice grievances, complaints and/or recommend service and policy changes to the staff and the governing body without discrimination or reprisal and that grievances, complaints and/or recommendations be addressed.
 - Have complaints handled efficiently and in a timely fashion.
 - Expect the agency to behave as a consumer advocate.
 - Refuse to participate in experimental research.
 - Receive services without discrimination based upon: race, color, religion, gender, national origin, marital status, or ability to pay.
 - Be free from abuse, neglect, and exploitation.
 - Formulate advance directives and to have health clinic comply with directives unless the clinic notifies the patient of the inability to do so.