

**IBERIA COMPREHENSIVE  
COMMUNITY HEALTH CENTER, INC.**

**PATIENT RESPONSIBILITIES**

**Patients and potential customers of Iberia Comprehensive Community Health Center (ICCHC) have the following responsibilities:**

1. Following Iberia Comprehensive Community Health Center rules and regulations, especially those affecting patient care, personal conduct, safety.
2. Paying medical or dental charges incurred.
3. Providing accurate insurance information, for working with ICCHC to arrange payment of medical charges and for advising ICCHC of his or her ability to pay.
4. Respecting the needs of other patients and ICCHC staff (courteous and considerate). Assisting in noise control and respecting the property of other patients, as well as, Iberia Comprehensive Community Health Center property.
5. Providing to ICCHC staff members complete and accurate medical information.
6. Asking questions, whenever s/he does not understand the information or instructions being presented.
7. Following the recommendations and advice prescribed by ICCHC staff.
8. Informing the doctor when s/he is unable to follow recommended treatments and informing the doctor when unexpected changes or complications occur in his or her condition.
9. Recognizing the effect of personal life-style on one's personal health (decisions made in day to day living).
10. Providing correct address and telephone number to allow clinical staff to contact you for follow-up.

**YOUR RIGHTS AS A PATIENT OF  
IBERIA COMPREHENSIVE  
COMMUNITY HEALTH CENTER, INC.**

- You have the right to know what's going on. If you don't know ask questions until you're sure you understand.
- You have the right to be interviewed and counseled in private about personal matters.
- You have the right to know why certain information is wanted, needed or asked for.
- You have the right to expect that your medical records will not be given to anyone without your permission.
- You have the right to expect that your case will not be discussed in a casual manner with anyone inside or outside of this health center.
- You have the right to know what the doctor has found as a result of his/her examining you.
- You have the right to accept or refuse medication or treatment.
- You have the right to be treated with respect and dignity.
- You have the right to make known any problems encountered during a visit to the health center. Forms are available at the Front Desk for this purpose or you can ask to see the Patient Support Services Manager.
- You have the right to require information on Advance Directives (living will).
- You have the right to appropriate assessment and management of pain.
- You have the right to complain.