

# Ithaca Health Alliance: Ithaca Free Clinic

## Patient Rights and Responsibilities

Thank you for visiting the Ithaca Free Clinic. As a patient, you have rights. You also have responsibilities. Rights and responsibilities follow.

### Patient Rights

- At the Ithaca Free Clinic, you have the right to free health care. You will not receive a bill from us. If your provider thinks you need laboratory tests or wants you to visit another doctor, you may receive bills for those services. You should pay those bills.
- You have the right to expect that Free Clinic staff will protect your information and release it to you or third parties only with your permission.
- You have the right to be free from any Free Clinic provider asking you to pay for private services. If you want a list of providers in the community, please ask for one. Community providers will charge you for services.
- You have the right to participate in planning your health care. You have the right to information about your health in language that you understand. You have the right to ask questions of doctors, nurses, and others at the Free Clinic.
- You have the right to refuse treatment. You have the right to stop treatment at any time.

### Patient Responsibilities

- You are responsible for informing the discharge volunteer of changes in your address and phone number.
- You are responsible to tell the receptionist if you have insurance, including Medicaid, Medicare, Family Health Plus, Child Health Plus, or any private insurance. If you have insurance, you are responsible to ask your company, which services it, covers. You are responsible to seek only the care at the Free Clinic that your insurance does not pay for. If your insurance covers services that our providers deliver, you will be unable to return to the clinic.
- **You are responsible for confirming your appointments to the Free Clinic at least 24 hours before the appointment. If you fail to confirm your appointment, it may be canceled and offered to another patient.**
- **If you cancel an appointment in less than one business day before the appointment or if you miss an appointment without telling Clinic staff, we will record this in your record. If you have two late cancellations or do not attend two appointments, we will not reschedule you for six months. Staff will also cancel upcoming appointments.**
- If you need a refill of a medicine, you are responsible to visit during Clinic hours to get a prescription **WE DO NOT DO REFILLS OVER THE PHONE FOR PRESCRIPTION MEDICATIONS.**
- You are responsible for respecting the Ithaca Free Clinic's No-Narcotics and Scheduled Medications Policy. The doctors at the Clinic cannot prescribe medications known to cause addiction. If you have questions about this policy, ask the nurse or clinic coordinator for help.
- You are responsible for contributing to a safe environment. Report threats, violence, or illegal activity in or around the Clinic. The police will escort misbehaving visitors off the premises. Free Clinic staff will not allow such visitors to return.

In addition, as a patient we want you to be aware that the Ithaca Health Alliance and Free Clinic's legal liability for care received at this agency is limited, pursuant to the Public Health Services Act.

If you have questions, please speak to a volunteer or a staff member.

I have read, understood, and agree to the above.

\_\_\_\_\_  
Patient signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient name

\_\_\_\_\_  
MR#