

Patient Rights

* You have the right to considerate, respectful & compassionate care in a safe setting regardless of your age, race, gender identity or disabilities.
* You have the right to participate in the development and implementation of your plan of care.
* You have the right to be informed by your provider about your diagnosis, condition, and treatment in the terms that you can understand.
* You have the right to refuse treatment and to be informed of the possible consequences of refusing the offered treatment.
* You have the right to be free of all forms of abuse or harassment. You also have the right to make a complaint of abuse or harassment.
* You have the right of privacy and confidentiality in care discussions, exams and treatments. You have the right to request an escort be present with you in any type of exam.
* You have the right to a prompt and reasonable response to any request for services within the capacity of Serenity Health & Wellness staff.
* You have the right to express concerns or grievances (complaints) regarding your care to the clinic staff or to governing local/state/federal agencies.
* You have the right to receive confidential care and the right for your personal records to be well maintained.
* You have the right to view and receive copies of your medical records within the defined limits of the law (request for medical records completed for in-house records only).
* You have the right to give written informed consent prior to any non-emergent procedure.
* You have the right to make an advanced directive and appoint someone to make health care decisions for you if you are unable.