



Challis Area Health Center

Patient Rights and Responsibilities

The employees and healthcare providers of the Challis Area Health Center are committed to showing you respect and courtesy while you are receiving care at our Community Health Center. To make sure that you get the best healthcare possible, we want you, our patient, to partner with our providers and staff in the development and implementation of your individualized plan of care, including any treatments or services you receive.

Respect and Consideration: We will show you respect and consideration and we ask that you and your family show respect for other patients, visitors and staff in the CAHC, in your use of cell phones, controlling the spread of infections, and observing rules for safety. Smoking is prohibited inside the CAHC.

Confidentiality: As a patient, you have a right to privacy and information about you and your care will be kept confidential. Your medical records are private and only you or other authorized people or agencies are allowed to see them. Please see the CAHC Notice of Privacy Practices for additional information.

Information, Consent and Decisions about Your Care: You have the right to get information from your healthcare provider about your illness/injury and the plan for treatment. This will help you make the right decisions about your care. If you have questions or don't understand what you are being told or are concerned that you cannot follow and/or comply with the treatment plan, you are responsible for telling your provider. It is also important that you provide accurate and timely information to your provider, including present problems, past illnesses, hospitalizations, medications, and other matters related to your health. You have the right to participate in the formation of your treatment plan. You have the right to say "no" to any treatment. You are responsible for following your treatment plan. If you choose not to follow the plan of care, you will be told what could happen to your health as a result, and you are responsible for the consequences and outcomes.

You have the right to know the name of all drugs ordered by your healthcare provider, the dosage, the reason the medication is being given, and the known, possible side effects. Please

be sure to tell your provider about any other drugs, herbal products, food supplements, or vitamins you are taking. Also, tell your provider if you are allergic to any foods, medicines or other substances.

Billing and Financial Information: As a Federally Qualified Health Center, the CAHC will not deny you treatment due to the ability to pay. The CAHC maintains a Sliding Fee Scale to help reduce barriers to receipt of care for our patients. Please contact staff at our front desk for more information on the Sliding Fee Scale Program. If you receive a bill for treatment and the CAHC and don't understand it, please contact our office so that we can explain it to you and help you make arrangements to pay your bill.

Concerns Regarding Your Care: If you have comments, concerns or complaints about your care, we will try to address them quickly and fairly. If they can't be resolved by speaking to your provider, please contact the CAHC CEO Steve Rembelski in person, by phone (208-879-4351) or by mail (PO Box 980, Challis, ID 83226).