

Patient *Bill of Rights*

La Maestra Family Clinic has the responsibility to provide you medical care in a secure and safe environment. The following is the Patient Bill of Rights, which LMFC supports.

Your Rights:

1. The right to considerate and respectful cares without discrimination regardless of culture, race, language, religion, color, sex, age or disability.
2. The right to make decisions about your plan of care prior to and during the course of treatment, to refuse a recommended treatment or plan of care to the extent permitted by law, and to be informed of the medical consequences of your action. In case of such refusal, you are entitled to other appropriate care and services that the clinic provides (or can arrange) or transfer to another health care facility.
3. The right, without recrimination, to voice complaints regarding the care received, and to have those complaints reviewed and, when possible, resolved.
4. The right to obtain from your physician complete and current information about your diagnosis, treatment and prognosis in terms that you can understand.
5. The right to know the names and titles of those caring for you and to know if other health care providers or health care people in supervised training are assisting in your treatment.
6. The right to expect reasonable safety within the clinic setting.
7. The right to have procedures, plan of care, treatments, and risks explained to you, so that you may give informed consent.
8. The right to privacy and dignity during discussions regarding your situation, consultation, examination, and treatment. Those not directly involved in your care must have your permission to be present. You may expect that any communications or records of your care are kept confidential. We will not release your medical record unless authorized by law or to those responsible for paying all or part of your bill. You have a right to review and/or receive copies of your medical record at any time.
9. The right to expect that the clinic will respond to your request for service within its capacity and as indicated by the urgency of your situation. You may wait additional time if you are being seen as a walk-in or urgent care patient. You may be transferred to another facility only after you have received complete information, including alternatives.
10. The right to communicate with family members and/or significant others. If you do not speak English, you shall have access to an interpreter whenever possible.
11. The right to refuse to participate in research projects that the clinic is conducting or participating in.
12. The right to have your pain managed.
13. The right to be informed of a plan for follow-up and ongoing care needs following your visit. The right to know in advance of any follow-up appointments and to know which physicians or other providers is available to provide the service.
14. The right to access a federal or state regulatory agency about your care. The right to file a grievance regarding your care and to be informed of the grievance process.
15. The right to examine and receive an explanation of your bill, regardless of the payment source.
16. The right to know the charges for services being provided to you.
17. The right to know what rules and regulations apply to your conduct as a patient.
18. The right to receive information on and to prepare a Living Will and/or appoint a person to make health care decisions for you as permitted by law.
19. The right to have your legally authorized representative make health care decisions for you if you become incompetent according to law, or if your physician decides you can not understand proposed treatment(s) or procedures, or if you cannot communicate your wishes regarding your treatment.
20. The right to know that you will not be discriminated against or your treatment limited based upon whether or not you will decide to prepare a Living Will or Durable Power of Attorney for Health Care.
21. The right to know that the clinic is not responsible for theft and loss of your property (car, valuables, etc.) during your visit.
22. The right to access protective services, which includes situations where vulnerable adults are unable to care for themselves and where there may be evidence of neglect, abuse, or exploitation of a child or vulnerable adult.



LA MAESTRA
COMMUNITY HEALTH CENTERS
City Heights · El Cajon · National City · Lemon Grove

California Department of Public Health
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