

PATIENT RIGHTS & RESPONSIBILITIES

As a valued member and patient of North East Medical Services (NEMS), you have the RIGHT to:

ACCESS TO CARE

- Receive reasonable access to care.
- Know the time and location of appointments in advance.

CONSIDERATE AND RESPECTFUL CARE

- Receive considerate and respectful care regardless of your race, color, national origin, sex, age, disability, religion, culture, language, appearance, beliefs, values, physical or mental condition, sexual orientation, gender identity, or source of payment for your care.
- Receive care in a safe setting, free from abuse and harassment.
- Receive information in a manner that you can understand.
- Receive interpreter services to assist you.

ACTIVE PARTICIPATION IN YOUR CARE

- Participate in all decisions relating to your health care.
- Designate a representative or surrogate decision maker if you are unable to fully participate in treatment decisions, as allowed by law.
- Have written instructions about your care prepared in advance (advance directives) and have those instructions honored.
- Participate in resolving conflicts about care, including ethical issues that impact care.
- Receive appropriate assessment and management of pain.
- Leave the NEMS clinic(s) and/or refuse care even against the advice of providers.
- Choose if you would like to allow health professional students and medical residents to participate in your care.

KNOWLEDGE AND INFORMATION

- Know the names of the providers who are treating you.
- Know who has primary responsibility for coordinating your care.
- Receive the necessary information about any proposed treatment or procedure you may need in order to give informed consent or refuse a course of treatment, in accordance with the law.
- Receive information about the outcomes of care, treatments, or services that have been provided, including unanticipated outcomes.
- Be informed about NEMS' payment policies.
- Examine and receive an explanation of your bill regardless of source of payment.

PRIVACY AND CONFIDENTIALITY

- Confidentiality and privacy of all communications and information pertaining to your care.
- Access, review, and request amendments to your medical records.
- Know how your protected health information (PHI) will be shared within NEMS or with outside agencies.

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RESPECT FOR YOUR PATIENT RIGHTS

- Have your complaints heard, and to have a fair and efficient process for resolving your differences with the clinic or with NEMS providers. You have the right to file a complaint or grievance with the State Department of Health Services.

As a valued member and patient of NEMS, you also have the **RESPONSIBILITY** to:

- Cooperate with the providers who are caring for you at NEMS. You should follow their instructions and treatment guidelines.
- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected changes in your condition.
- Ask questions if you do not understand something or if you are unsure about the advice you are given.
- Work with your health care provider to develop a pain management plan.
- Accept the consequences if you do not follow the care, service, or treatment plan.
- Keep appointments on time. If you need to cancel or reschedule an appointment, please call NEMS as soon as possible.
- Use your NEMS Identification (ID) card or “yellow card” for yourself only. Your NEMS ID card cannot be used by anyone else, nor are you permitted to use someone else’s NEMS ID card, to access services. False identification in order to access care from NEMS is a form of healthcare fraud, which is not permitted.
- Inform NEMS of any changes in address, telephone number, or insurance coverage as soon as possible.
- Bring in any forms or identification cards—including your NEMS ID/yellow card, a photo ID, and all health insurance cards—that are necessary for your treatment **every time** you come to the clinic.
- Know what your insurance covers. Your insurance may not cover certain services that you receive from NEMS. Although NEMS offers insurance eligibility verification as a courtesy, this does not guarantee that your insurance company will pay for all services and fees. You are responsible for any fees not covered by your insurance plan or health coverage.
- Follow all NEMS rules and regulations regarding conduct. Be considerate of other patients by helping to control noise; not eating, drinking or smoking; respecting others’ property and privacy; and following health and safety guidelines.
- Refrain from yelling, profanity, threats, derogatory names, racial insults, violence of any form, and all other physical or verbal abuse of NEMS staff and/or other patients. Threats of any type or persistent misconduct or abuse could be grounds for termination of care.
- Please switch all mobile phones and devices to the silent or off mode while in the clinic, and refrain from answering or making phone calls. Phone calls are only allowed in the first floor lobby or main entrance area of each building. Please do not disturb other patients when speaking.
- Recordings of any type (including photos, images, video, voice or audio recordings, etc.) and on any device or format are strictly prohibited within or near all NEMS facilities unless specifically permitted by NEMS Administration. This is to protect the privacy of other patients, staff, and visitors.
- Be responsible for your personal belongings. NEMS is not responsible for loss or damage of any personal items that are left unattended on NEMS premises.
- Go to the nearest hospital or call 911 when you have a medical emergency.

NON-DISCRIMINATION DISCLOSURE

North East Medical Services (NEMS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NEMS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. NEMS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact NEMS Member Services Department. If you believe that NEMS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: NEMS Member Services Department, 1520 Stockton St, San Francisco, CA 94133, 415-391-9686 ext. 8160, Fax: 415-433-4726. You can file a grievance in person, by mail or fax. If you need help filing a grievance, NEMS Member Services Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019 (TDD 1-800-537-7697). Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

LANGUAGE ASSISTANCE SERVICES AVAILABLE

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Chinese

注意: 如果您使用中文, 您可以免費獲得語言援助服務。請致電 415-391-9686 ext. 8160 (TTY: 1-800-735-2929)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 415-391-9686 ext. 8160 (TTY: 1-800-735-2929) 번으로 전화해 주십시오.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Burmese

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကားကို ပြောပါက ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 415-391-9686 ext. 8160 (TTY: 1-800-735-2929) သို့ ခေါ်ဆိုပါ။

Laotian

ສັງເກດ: ຖ້າຫາກວ່າທ່ານຕ້ອງການການຊ່ວຍເຫຼືອ ພາສາໃນພາສາຂອງທ່ານ, ໂທຫາ 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم ext. 8160 9686-391 (415) (رقم هاتف الصم والبكم: 1-800-735-2929).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Ukrainian

ПРИМІТКА: Якщо вам потрібна безкоштовна допомога рідною мовою, телефонуйте за номером 415-391-9686 дод. 8160 (TTY: 1-800-735-2929).

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。415-391-9686 ext. 8160 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

Armenian

Ուշադրություն: Եթե խոսում եք հայերեն, անվճար կարող եմ տրամադրվել լեզվակազմի աջակցություն: Չանվճարվելով 415-391-9686 ext. 8160 (TTY: (հեռախոս) 1-800-735-2929)։

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 415-391-9686 ext. 8160 (TTY: 1-800-735-2929) पर कॉल करें।

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 415-391-9686 ext. 8160 تماس بگیرید. (TTY: 1-800-735-2929)

Punjabi

ਪਿਆਰ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 415-391-9686 ext. 8160 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।

Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 415-391-9686 ext. 8160 (TTY: 1-800-735-2929)។

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 415-391-9686 ext. 8160 (TTY: 1-800-735-2929).