



Damien Center Patient Bill of Rights and Responsibilities

Your rights as a *patient of Damien Center are:

- Be informed of all services provided by Damien Center
- Be informed of your financial responsibilities and any financial benefits when referred to another organization prior to services being provided by Damien Center
- Receive treatment and services within the scope of your treatment plan while being informed of any limitations, charges, or fees you may owe
- Be included in decisions about your care
- Refuse any and all services without penalty
- Be spoken to with dignity and respect
- Receive services without discrimination in regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, marital status, veteran status, or any other basis prohibited by federal, state, or local law
- Be called by your chosen name and gender pronouns
- Have your cultural, spiritual, and personal values honored when receiving services
- Have your person and property treated with respect, consideration of their individuality, and dignity
- Be able to identify all healthcare staff by proper identification
- Receive care in a safe place, free from abuse, neglect, or mistreatment
- Voice complaints without fear of retaliation or negative consequences for future services. All complaints will be properly investigated and addressed
- Expect that your health information is kept private
- Expect that your health information is only shared with your written consent unless required by law or your health plan(s)
- Be made aware of your responsibilities as a patient of Damien Center
- Receive care in a space free from solicitation
- Receive care in a safe environment free from weapons and illegal substances
- Choose a healthcare provider, including an attending physician or other licensed practitioner with prescribing authority

Your responsibilities as a *patient of Damien Center are:

- Complete all necessary forms needed to receive services from Damien Center
- Provide accurate information including past and present medical history to the healthcare team and provide updates when necessary
- Ask questions when there is something you don't understand about your care
- Follow your care and treatment plan
- Accept responsibility for potential outcomes that may happen if you do not follow your care and treatment plan or if you refuse treatment
- Notify your healthcare provider or Damien Center of any problems ("adverse events") or side effects caused by your treatment
- Show respect and courtesy at all times to all Damien Center staff
- Arrive for appointment at least 15 minutes early to allow time for check-in process. Check-in process must be completed no later than 5 minutes after scheduled appointment start time.
- Refrain from bringing weapons and illegal substances on Damien property
- Maintain a respectful atmosphere by avoiding disruptive behavior
- Refrain from solicitation while on Damien property