

Patient's Rights and Responsibilities

Patient's Rights:

- The right to be treated with courtesy, dignity, and respect.
- The right to privacy and confidentiality.
- The right to have a family member, friend or advocate at your clinic visit.
- The right to see your medical records.
- The right to receive preventive health care and have your diagnosis, medical condition and treatment explained to you in language and terms that you can understand.
- The right to have all tests, treatments and procedures explained to you, including possible complications and side effects.
- The right to refuse any part of your treatment and to have the possible results of your choices clearly explained.
- The right to know the cost of your care and be informed about Marin Community Clinics payment policies.
- The right to be clearly informed about the purpose and reasons for all forms you are asked to sign.
- The right to see a clinician regardless of ability to pay. Ability to pay will be based on income, assets and family size.

Patient Responsibilities:

- To treat staff, other Marin Community Clinics patients, and visitors with courtesy, dignity and respect.
- To respect the privacy of the staff, other Marin Community Clinics patients, and visitors by refraining from taking pictures, videos or recordings without expressed permission given.
- To provide current and accurate information about your health history, personal habits, and medication use so a good treatment plan can be developed by you and your provider.
- To tell your provider when your treatment plan is not working, your health does not improve, or you cannot follow the treatment plan.
- To keep your appointments or if you need to cancel to give us 24 hours notice when possible.
- To provide accurate registration and payment information.
- To provide payment and proof of insurance when requested.
- To treat Marin Community Clinics facilities respectfully.
- To immediately notify management if any unprofessional conduct occurs by Marin Community Clinics staff.
- If you bring children, keep them under your control at all times for their safety and the safety of others. Running, jumping and climbing are not allowed.