

Patients' Rights

As an individual receiving services through Promise Healthcare, you have the right:

- To receive services regardless of your age, race, color, sexual orientation, religion, marital status, gender, national origin or sponsors.
- To be treated with consideration, respect and dignity, including privacy treatment.
- To be informed of services available at our health center.
- To be informed of provisions for off-hour emergency coverage.
- To be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care.
- To receive an itemized copy of your account statement upon request.
- To obtain from our health center, complete and current information concerning your diagnosis, treatment and prognosis in terms you can be reasonably expected to understand.
- To refuse to participate in experimental research.
- To receive from your clinician, information necessary to give informed consents prior to the start of any nonemergency procedure and/or treatment. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure and/or treatment, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting you to make a knowledgeable decision.
- To refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of this action.
- To voice grievances and recommend changes in policies and services to the agency staff, the administrator of the agency, or the Department of Health without fear of reprisal.
- To express complaints about the care and services and to have the health center investigate such complaints. Promise Healthcare is responsible for providing you or your designee with a written response within 30 days, if requested, indicating the findings of the investigation. The agency is also responsible for notifying you or your designee that if you are not satisfied by the agency response, you may complain to the Illinois State Department of Health's Office of Health Systems Management.
- To have the privacy and confidentiality of all information and records pertaining to your treatment at Promise Healthcare facilities.
- To approve or refuse the disclosure information of the contents of your medical record to any health care practitioner and/or health care facility except as required by law or third-party payment contract.
- To access your medical record.