



Patient Rights at Siloam Health

As a patient of Siloam Family Health Center, you have many rights that we are committed to provide and protect. Whenever possible, we will inform you of these rights in advance of providing or discontinuing care. Your rights include the following:

- To have your cultural, spiritual and personal values, beliefs and preferences respected. You have the right to personal dignity.
- To know who is involved in your care. Every caregiver at Siloam will wear a picture ID badge clearly stating his or her name, department and job title.
- To know the identity and professional status of those involved in your care (for example, if the caregiver is a student, trainee or other professional associated with outside healthcare institutions or individuals).
- To be made aware if Siloam has relationships with other healthcare facilities, educational institutions or other outside organizations/individuals which may influence your care.
- To expect Siloam to provide a reasonable response to your request for appropriate and medically-indicated care and services (within capacity and policies) including the management of pain. Siloam is committed to providing you with impartial access to available and medically-indicated treatment/accommodations regardless of race, color, national origin, or sources of payment for care.
- To be informed of your health status in order to assist in making decisions about your care, treatment and services. Throughout the course of treatment and care planning, you will be informed of the proposed procedures and treatments including any potential benefits and side effects/risks. As needed, you will also be informed of alternatives for care and given the option to allow or refuse medically-appropriate treatment to the extent permitted by law and healthcare facility policy. If you refuse a recommended treatment, you will be informed of the possible medical consequences of such action, but other medically needed, indicated and available care will be provided.
- To ask questions about the care you are receiving. You may contact a nurse and/or leave a message requesting to speak to a provider.
- To have access to pastoral and pharmacy services if requested.



- To receive access to an interpreter (in person or by phone) if you do not speak or understand English.
- To be given the opportunity to provide feedback about your care. Your views and opinions are very important to us and we welcome the opportunity to discuss them. You may speak with a staff member or request a patient representative, in person or by calling the number shown below.
- To be informed of Siloam's resources if you have questions, concerns or complaints about your care. These resources include patient representatives, the patient complaint and grievance process, and committees who are available to answer questions and guide you through the process to promptly resolve complaints.
- To be informed and receive referrals for continuation of care and/or care alternatives when Siloam's services are no longer appropriate.
- To expect privacy of your health records except in cases of suspected abuse, if there is a public health hazard, and/or when permitted or required by law. Viewing of your health records will be limited to individuals directly involved in your treatment or monitoring of their quality. Other individuals may only have permission to view your health records by your written authorization (or of your legally-authorized representative). You also have the right to expect the privacy of all communications and other records pertaining to your care, including the source of payment for treatment.
- To access information contained in your health records within a reasonable timeframe, and to have the information explained or interpreted as necessary, except when restricted by law and/or when doing so interferes with treatment.

If you ever have questions about your care, safety, or concerns about patient rights that you feel have not been properly addressed by the clinic, please contact us.