

PATIENT RIGHTS AND RESPONSIBILITIES NOTICE

Purpose. This notice summarizes the rights and responsibilities of OPSAM Health patients, parents/guardians, and authorized representatives. **For a medical emergency, call 911.**

Related notices. Opsam Health has separate notices that apply in addition to this summary including: Notice of Nondiscrimination, Notice of Privacy Practices and financial/sliding-fee notices.

Your Rights	Your Responsibilities
You have the right to: • Respectful, safe care. Receive courteous, dignified, and culturally responsive care. • No discrimination. Be treated without abuse, harassment, retaliation, and discrimination. • Access and communication. Receive information about available services, clinic hours, after-hours access, referrals, and follow-up. Request free interpreter services, auxiliary aids, or accessible formats when needed. • Informed participation. Know your care team; receive information you can understand about your condition, treatment options, risks, benefits, alternatives, medications, and test results; and ask questions. • Consent and choice. Consent to or refuse care when permitted by law and be told the possible results of refusing recommended care. • Privacy and confidentiality of your medical care. You have the right to have access to, and request copies of, your medical records and to other privacy rights as required or allowed by law and set forth in the Notice of Privacy Practices. • Financial information. Receive information about charges, payment options, sliding fee discounts, financial assistance, and Good Faith Estimates when applicable. Opsam Health will not deny health center services because of inability to pay. • Complaints and grievances. Raise concerns or file a complaint without retaliation and receive fair review.	You have the responsibility to: • Provide accurate information. Tell us your current contact information, insurance, income/family-size information when applying for discounts, information related to your health history, including symptoms, medications, and allergies. • Participate in your care. Ask questions, follow the care plan you agree to, and tell your care team when you cannot follow the plan or face barriers such as cost, transportation, language, safety, or access needs. • Keep appointments. Arrive on time, bring requested documents, and cancel or reschedule as early as possible when you cannot attend. • Respect others. Treat staff, providers, patients, families, and visitors with courtesy. Disruptive behavior including verbal or physical threats, violence, harassment, demeaning and/or discriminatory conduct may result in review of the disruptive conduct, safety actions and/or termination of the patient-provider relationship. • Meet financial responsibilities. Provide accurate billing information, pay agreed amounts when able, and ask for sliding fee screening or financial help when needed. • Use medications safely. Take medications as directed, report side effects or allergies, do not share medications, and request refills before you run out. • Protect privacy and property. Respect the privacy of others and do not record, photograph, or share information about other patients, visitors, staff, or clinic areas unless permitted by policy and law.

QUESTIONS, CONCERNS, OR COMPLAINTS

Contact: Opsam Health Compliance Department

Email: compliance@opsam.org

Phone: (209) 683-5057

No retaliation: OPSAM will not retaliate against anyone for asking questions, requesting accommodations or language assistance, filing a complaint, or helping with a complaint.

WHAT TO INCLUDE

- **Details.** Your name and contact information, clinic location, date of service, department or person involved if known, and a brief description of your concern.
- **Anonymous concerns.** You may report anonymously when permitted, although anonymous reports may be harder to investigate.
- **Outside options.** You may also contact your health plan or an appropriate federal or state agency, such as HHS OCR, CDPH, the Medical Board of California, or DMHC, when applicable.