



Patients' Rights and Responsibilities

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Community Health Services of Lamoille Valley (CHSLV) is dedicated to providing you with the best in health care. We respect your rights as a patient and want you to understand your responsibilities as a partner in your care.

Patients' Rights

CHSLV is committed to providing you with respectful care as we meet your health care needs. For this reason, we want you to have a summary of your rights as a patient.

- You have the right to considerate and respectful care.
- You have the right to participate in the development and implementation of your plan of care.
- You will not be denied access to care due to race, creed, color, national origin, gender, age, sexual orientation, or disability.
- You have the right to information about your diagnosis, condition and treatment, in terms that you can understand.
- You have the right to refuse treatment to the extent permitted by law and to be informed of the possible consequences of refusal.
- You have the right to identify a representative through a written notification to CHSLV to make informed decision about your care.
- You have the right to a timely response to any request for services within the capacity of the health care facility.
- You have the right to the confidentiality of your medical and personal records.
- You have the right to receive a copy of your medical records within the limits of the law.

Patients' Responsibilities

This is a summary of your responsibilities as a patient at CHSLV.

- It is your responsibility to provide accurate and complete information about all matters pertaining to your health, including medications, and past or present medical problems.
- It is your responsibility to inform us of your current billing address, telephone number and insurance information.

- It is your responsibility to notify a member of the health care team if you do not understand the information about your care and treatment.
- It is your responsibility for reporting changes in your condition or symptoms to your health care team.
- It is your responsibility to keep your scheduled appointments or cancel appointments with advanced notice.
- It is your responsibility to arrange with our facility to meet your financial obligations.
- It is your responsibility to act in a mutually respectful manner.

To address any concerns, please feel free to speak with your health care team.

If you have concerns that are not resolved, please discuss with the practice manager or contact Risk Management Department, at 802-253-9161.

For Alcohol and Drug Assistance Program (ADAP) clients, you may contact the Secretary of State-Professional Licenses Division at 802-828-2363 or www.vtprofessionals.org.