

Community Rights & Responsibilities

You have the right to have access to quality health care without being treated differently because of your:

- Age
- Race
- Color
- Sex
- Religion
- Lifestyle
- Language
- National origin
- Immigration status
- Ethnic background
- Gender identity
- Gender expression
- Sexual orientation
- Pregnancy
- Military, or veteran status
- Physical or mental disability
- Diagnosis
- Ability to pay
- Any other basis protected by federal or state law

You have the right to have access to:

- Care in a prompt manner
- Care with respect and dignity
- A safe and secure environment that is free from mistreatment or discrimination
- Interpreter services when you need them and at no cost to you, including American Sign Language and vision assistance
- Confidential care that protects your sexual orientation, gender expression/identify, health, and financial information in a way that follows state and federal laws;
- Copies of your health record, when requested, as allowed by federal and state laws

You have the right to make decisions about what happens to your body and to:

- Participate in the development of your treatment plan and all decision-making about your care
- Refuse to participate partially or fully in treatment or therapeutic activities (unless the court orders participation)
- Refuse a procedure or treatment
- Refuse the use of audio and visual recording/observation of services provided to you
- Ask for your health records to be corrected if they are wrong.

You have the right to be informed of and ask questions about your care, including:

- The different treatment options that could work for you
- Benefits
- Information on risks
- Benefits, and side effects of your medication or proposed medication
- Consequences of treatment or non-treatment

You have the right to be informed of and ask questions about CCI's:

- Services
- Providers
- Patient rights and responsibilities
- Complaint procedure, including the right to a copy of this document upon request

As a CCI customer, we encourage you to be a responsible, active participant in your care and services. CCI expects you to:

- Treat our clinicians, staff, other patients, and visitors with respect and dignity, including not using inappropriate language such as threatening and/or abusive comments, racial/ethnic slurs, sexual harassment, intentionally misgendering, and/or derogatory statements.
- Respect the privacy of other patients, including capturing video/ audio recordings or photography in CCI locations without permission.
- Meet your financial obligations (payment) or discuss any difficulties you have meeting payment obligations with CCI.
- Attend and be on time for scheduled appointments as the treatment plan for your condition recommends.
- Call CCI as soon as possible if you cannot keep your appointment. If possible, give CCI one-day notice so that your appointment time can be made available for another patient.
- Provide accurate and complete health information, including unexpected health care or condition changes, or concerns, complaints, or issues you may have regarding your care to staff.
- Try to learn about and understand your health problems and medications by participating in treatment planning with your clinician, asking questions, and following instructions and guidelines for care, including labs.
- Take your medications as prescribed, and do not abuse, share or sell any medications that CCI prescribes.

