

Patient Rights and Responsibilities

I. PATIENT'S RIGHTS

A. You are receiving care at HealthLinkNow regardless of race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age or sex.

B. RESPECT AND DIGNITY

You can expect considerate and respectful care at all times, with recognition of personal dignity.

C. PRIVACY AND CONFIDENTIALITY

Your privacy and confidentiality of information is assured through the following:

1. Wearing appropriate personal clothing and religious or other symbolic items as long as there is no interference with diagnostic procedures, treatment, or safety.
2. Audio, visual, personal privacy during examinations or treatment. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which you were asked to disrobe.
3. Knowing that discussion involving your care is conducted in a discreet manner; individuals not involved in care will not be present, without your consent.
4. Having your medical record read only by individuals directly in treatment or the monitoring of its quality, and by other individuals directly only on written authorization or your legally- authorized representative. In the event that you or your child reports physical, sexual, or psychological abuse, we are mandated by law to report this. In these instances, we are not required to inform you that we have released this information to the authorities.
5. Assuring that all communications and other records pertaining to your care, including the source of payment for treatment, be treated as confidential.

D. IDENTITY

You have the right to know the identity and professional status of individuals providing service and to know which physician or other practitioner is primarily responsible for your care. This includes your right to know of the existence of any professional relationship to any other health care or education institutions involved in your care. Your participation in clinical training programs or in the gathering of data for research purposes should be voluntary.

E. INFORMATION

You have the right to obtain, from the doctor responsible for coordinating your care, complete and current information concerning diagnosis (to the degree known), treatment, and any other known prognosis to include both the positive and if any negative outcomes of care as documented in the medical record. This information should be communicated in terms you can reasonably be expected to understand. When it is not medically advisable to receive such information, the information should be made available to a legally authorized individual. You shall

have the right to appeal decisions limiting access of your records to the administrator. You shall also have the right to submit rebuttal data to your own record.

H. INDIVIDUAL TREATMENT PLAN

You have the right to an individualized plan appropriate to your needs, setting for the objectives, goals, activities, experiences, and therapies designed to promote recovery. You have the right to participate to the extent feasible in the development of your treatment plan.

I. CONSENT

You have the right to reasonably informed participation in decisions involving your care. To the degree possible, this should be based on clear, concise explanations of your condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious effects, problems related to recuperation and probability of success. You should not be subjected to any procedure without your voluntary competent and understanding consent or that of your legally authorized representative. Where medically significant alternatives for care or treatment exist, you shall be so informed. You have the right to know who is responsible for authorizing and performing the procedures or treatment. You shall be informed if the HealthLinkNow proposes to engage in or perform human care or treatment, and you have the right to refuse to participate in any such activity. You may request and will receive a copy of any consent they sign.

J. CONSULTANTS

You and your practitioner can request additional consultations which may involve added cost.

K. REFUSAL OF TREATMENT

You may refuse treatment to the extent permitted by law. When refusal of treatment by you or the legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship may be terminated upon reasonable notice.

L. CONTINUITY OF CARE

You have the right to be informed by the responsible practitioner and delegate of any continuing health care requirements following discharge from HealthLinkNow.

N. HEALTHLINKNOW RULES AND REGULATIONS

You should be informed of the practice rules and regulations applicable to your conduct as a patient. You are entitled to information about the practice's mechanism for the initiation, review, and resolution of patient complaints.

O. CIVIL RIGHTS

1. You have the right to unrestricted and private communication inside and outside this practice including the following rights:
 - a. To make complaints and to have your complaints heard and dealt with promptly, freely expressing same and recommend changes without being subject to coercion, discrimination reprisal or any interruption of care.
 - b. You have the right to submit a grievance to address concerns you feel have not been resolved. You have the right to speak with the designated

leadership or assigned Compliance Officer, you can reach them by calling 888-880-8443.

- c. You have the right not to be subjected to any harsh or unusual treatment.
 - d. The Health Link Now of Universal Healthcare Services receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered practitioner providing services at Health Link Now. To file a complaint, contact (888-880-8443, info@healthlinknow.com, <https://healthlinknow.com/patient-resources/> or 11249 Gold Country Blvd, Suite 130 Gold River Ca, 95670.
- F. Your designated state board receives and responds to complaints regarding services provided by individuals licensed and registered by the board. If you have a complaint and are unsure if your practitioner is licensed or registered, please contact the Board for assistance or utilize the board's online license verification feature.

II. PATIENT'S RESPONSIBILITIES

Providing Information:

Clients and families must provide, to the best of their knowledge, accurate and complete information about present complaints, past treatments (inpatient or outpatient), medications and other matters related to physical and behavioral health. Families must indicate any possible barriers to treatment goals or changes in family/client condition. Clients and family must indicate specific goals and treatment services needed.

Asking Questions:

Clients and families are responsible to ask questions when they do not understand treatment goals, expectations or processes.

Following Instructions:

Clients and families are expected to follow the recommendations and course of treatment as outlined in the client's Treatment Plan. They should address any concerns or foreseeable problems in following the Treatment Plan. Each plan is individually designed to best meet the individual needs of each client. Should clients and families disagree with the course/type of treatment, they will be informed of potential consequences of not following the proposed course.

Following Rules and Regulations:

Clients and their families must follow the rules and regulations of HealthLinkNow.

Showing Respect and Consideration:

Clients and their families must be considerate of the staff and property at HealthLinkNow as well as that of other clients.

Scheduling/Canceling Appointments:

Clients and their families will arrive on time for scheduled appointments. If the client is unable to attend that appointment, at least 24 hour notice will be given to HealthLinkNow in order to plan for the absence.

Medication Refills:

It is the responsibility of the client or their representative to request medication refills at least 72 hours in advance.