



Patient Rights & Responsibilities

Patient Rights:

- We will treat you with courtesy, listen actively to your concerns, and work together to develop a treatment plan that aligns with your goals and preferences.
- We will provide you with the name of the provider responsible for coordinating your care.
- We will provide you with the name of the provider or other person responsible for conducting any specific procedure during your visit.
- You have the right to refuse any treatment we suggest to the extent permitted by law.
- We protect your privacy by keeping all medical information confidential, sharing it only with authorized personnel or when legally required, and respecting your right to privacy in all Thundermist records except as mandated by law.
- Thundermist strives to respond to your request for your healthcare services in a timely manner.
- Upon request, we will provide you with the names of other healthcare providers and educational institutions Thundermist has authorized to participate in your treatment.
- Upon request, you can review your bill for services rendered. If you have any questions, we will provide you with an explanation of the breakdown of services offered.
- Upon request, you are permitted to review any healthcare facility rules and regulations important to your treatment.
- We will offer you treatment without discrimination based on race, color, sex, age, national origin, disability, religion, sexual orientation, gender identity, and/or gender expression.
- Upon written request, you have the right to access and request amendments to your protected health information that we maintain.
- At your request, we can communicate protected health information through alternative methods.
- You have the right to request a detailed account of all disclosures of your protected health information that occurred within the past six years
- Upon request, you have the right to request limitations on how we use or disclose your protected health information (PHI).
- Patients receiving or seeking Title X services through Thundermist are not required to receive other services at Thundermist.

- Thundermist will not discriminate against:
 - Patients who are unable to pay for their healthcare.
 - Patients whose payment methods for healthcare services are Medicare, Medicaid, or Children's Health Insurance Program (CHIP).
 - Based on patient's race, color, sex, age, national origin, disability, religion, sexual orientation, gender identity, and/or gender expression.

Patient Responsibilities:

- Treat all employees and community members politely and with respect.
- Thundermist responds to instances of disrespectful and impolite behavior toward employees and community members on Thundermist property.
- Ask your provider if you have questions or concerns about your condition(s) or treatment(s)
- Arrive on time for appointments or provide 24-hour notice to cancel and reschedule appointments.
- Make every effort to follow the treatment decisions that you and your provider have agreed to or talk to your provider about difficulties you may have in doing so.
- Respect Thundermist's smoke-free facility by not smoking on any Thundermist property.
- Respect the privacy of other patients.
- Pay all fees on a timely basis or make other arrangements with a Thundermist financial counselor.
- Provide Thundermist employees with the most current information regarding your health concerns, past illnesses, hospitalizations, medications/supplements, and/or changes to your health.
- Report any changes in your address, telephone number, advance directives, and financial or insurance status.
- Obtain copies of previous records when requested.
- For the safety of all, do not bring weapons of any kind onto Thundermist property.