

YOUR RIGHTS & RESPONSIBILITIES

We treat every patient with care, dignity, and respect. If you have questions or concerns, our Patient Advocates are here to help. Just ask.

YOUR RIGHTS

As our patient, you have the right to:

Get care that is kind, private, and fair—no matter your race, religion, background, ability, who you love, or HIV status.



Get fair treatment if you have a disability.



Get care in the safest and least restrictive way possible.



Ask questions or share a concern—and get an answer without being punished.



Choose your provider—or ask for a different one.



Ask how to appeal a decision if you don't agree with it.



Get care quickly and at the right time.



Get help paying for your care if you qualify. We offer a sliding fee scale and financial help—just ask us.



Understand your health and care choices—and help decide what's best for you.



File a complaint or grievance—and get a response. If your concern isn't resolved, you can ask to speak with a supervisor or send us a written complaint.



Say "yes" or "no" to care—and know what might happen if you say no.



You may also report a complaint to an outside agency or organization. This includes:

The Joint Commission (Independent Accrediting Organization)

Website: www.jointcommission.org
 Phone: (800) 994-6610
 Email: complaint@jointcommission.org

Office for Civil Rights (OCR), U.S. Department of Health & Human Services

Website: www.hhs.gov/ocr
 Phone: (800) 368-1019 | TTY: (800) 537-7697
 Email: OCRComplaint@hhs.gov

Illinois Department of Public Health (IDPH)

Website: www.dph.illinois.gov
 Phone: (800) 252-4343 | TTY: (800) 547-0466

Filing a complaint with an outside agency will not affect your care.

Keep your health information private, including test results.



Get tested for HIV without giving your name, if allowed by law.



Use interpreter services if you need help understanding or speaking English.



YOUR RESPONSIBILITIES

As our patient, you agree to:

Be respectful and polite to everyone on our team.



Follow your care plan—or let us know if something isn't working.



Give full and honest information about your health.



Tell us if you're in pain—so we can help with a pain plan.



Talk openly with your provider—and ask if you don't understand something.



Share your concerns in a calm and helpful way.



Come to your appointments—or call us ahead of time if you need to cancel.



Follow our safety rules and take care of our space.

