



**NORTH EAST MEDICAL SERVICES**  
1520 Stockton Street, San Francisco, CA 94133  
82 Leland Avenue, San Francisco, CA 94134  
2308 Taraval Street, San Francisco, CA 94116  
Tel: (415) 391-9686

# Patient Rights & Responsibilities

**As a valued member and patient of North East Medical Services (NEMS), you have the right to:**

## ***ACCESS TO CARE:***

- Receive reasonable access to care
- Know the time and location of appointments in advance.

## ***CONSIDERATE AND RESPECTFUL CARE:***

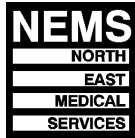
- Receive considerate and respectful care regardless of your race, religion, age, gender, culture, language, appearance, beliefs, values, physical or mental condition, sexual orientation, or source of payment for your care.
- Receive care in a safe setting, free from abuse and harassment.
- Receive information in a manner that you can understand.
- Receive interpreter services to assist you.

## ***ACTIVE PARTICIPATION IN YOUR CARE:***

- Participate in all decisions relating your medical care
- Designate a representative or surrogate decision maker if you are unable to fully participate in treatment decisions, as allowed by law.
- Have written instructions about your care prepared in advance (advance directives), and have those instructions honored.
- Participate in resolving conflicts about care, including ethical issues that impact care.
- Receive appropriate assessment and management of pain.
- Leave the NEMS clinic(s) and/or refuse care even against the advice of providers.
- Choose if you would like to allow health professional students and medical residents to participate in your care.

## ***KNOWLEDGE and INFORMATION:***

- Know the names of the providers who are treating you
- Know who has primary responsibility for coordinating your care.
- Receive the necessary information about any proposed treatment or procedure you may need in order to give informed consent or refuse a course of treatment, in accordance with the law.
- Receive information about the outcomes of care, treatments, or services that have been provided, including unanticipated outcomes.
- Be informed about NEMS' payment policies
- Examine and receive an explanation of your bill regardless of source of payment.



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## ***PRIVACY and CONFIDENTIALITY:***

- Confidentiality and privacy of all communications and information pertaining to your care.
- Access, review, and request amendments to your medical records.
- Know how your medical information will be shared within NEMS or with outside agencies.

## ***RESPECT FOR YOUR PATIENT RIGHTS:***

- Have your complaints heard, and to have a fair and efficient process for resolving your differences with the Clinic or with NEMS providers. You have the right to file a complaint or grievance with the State Department of Health Services.

## **As a valued member and patient of North East Medical Services (NEMS), you also have the responsibility to:**

- Cooperate with the providers who are caring for you at NEMS. You should follow their instructions and treatment guidelines.
- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected changes in your condition.
- Ask questions if you do not understand something or if you are unsure about the advice you are given.
- Work with your health care provider to develop a pain management plan.
- Accept the consequences if you do not follow the care, service, or treatment plan.
- Keep appointments on time. If you need to cancel or reschedule an appointment, please call the NEMS as soon as possible.
- Bring in any forms or identification cards that are necessary for your treatment every time you come to the clinic.
- Use your NEMS identification card for yourself only. Your NEMS identification card cannot be used by anyone else.
- Inform NEMS of any changes in address, telephone number or insurance coverage as soon as possible.
- Know your insurance coverage. Having a NEMS identification card does not guarantee insurance coverage. You are responsible for any fees not covered by your insurance.
- Follow all NEMS rules and regulations regarding conduct. Be considerate of other patients by helping to control noise, not eating, drinking or smoking, and respecting others' property and privacy.
- Go to the nearest hospital or call 911 when you have a medical emergency.