



OAKLEAF CLINICS RHC LADYSMITH

## Patient Rights & Responsibilities

OakLeaf Clinics RHC Ladysmith is committed to providing high-quality care that is respectful, safe, and patient-centered. You have the right to be treated with dignity and to be involved in decisions about your care.

### Your Rights

- **Respect and dignity:** To be treated with courtesy, compassion, and respect for your values, beliefs, and preferences.
- **Privacy and confidentiality:** To have your health information kept private as required by law and policy.
- **Information:** To receive information about your diagnosis, treatment options, and expected outcomes in a way you can understand.
- **Participation in care:** To ask questions and participate in decisions about your care, including the right to refuse treatment (to the extent permitted by law) and to be informed of the possible consequences.
- **Interpreter and communication support:** To receive communication assistance at no cost when needed (e.g., qualified interpreter services and other aids).
- **Non-discrimination:** To receive care without discrimination.
- **Access to records:** To request access to or a copy of your medical record as permitted by law and policy.
- **Safety:** To receive care in a safe environment and to be free from abuse, neglect, or harassment.
- **Complaints and grievances:** To voice concerns and file a complaint or grievance without fear of retaliation.

### Your Responsibilities

- Provide accurate and complete information about your health, medications, and allergies.
- Ask questions if you do not understand your care or instructions.
- Follow the treatment plan you have agreed to or tell your care team if you cannot.
- Treat staff, other patients, and visitors with respect.
- Keep scheduled appointments or notify us as soon as possible if you need to cancel or reschedule.

## Questions, Concerns, Complaints, or Grievances

If you have a concern about your care or experience, please tell a staff member. We will work to address your concern promptly.

- **Step 1:** Speak with the staff member involved, your nurse, or your provider (if you feel comfortable).
- **Step 2:** Ask to speak with the Clinic Manager/Supervisor.
- **Step 3:** If your concern is not resolved, you may file a formal grievance.

In the event your complaint remains unresolved with OakLeaf Clinics RHC Ladysmith, you may file a complaint with our Accreditor, The Compliance Team, Inc. via their website ([www.thecomplianceteam.org](http://www.thecomplianceteam.org)) or via phone 1.888.291.5353

**Clinic Manager/Supervisor:** Sheryl Edming

**Phone:** 608.398.8108

## Privacy

We respect your privacy. You may request a copy of our Notice of Privacy Practices at the front desk. If you have a privacy question or concern, you may contact:

**Privacy Officer:** Aron Adkins **Phone:** 715.839.9280

## Communication, Interpreters, and Accessibility

Free aids and services are available to help you communicate with us (such as qualified interpreters and other communication supports). If you need help, please tell the front desk or your care team.

*A full copy of our Patient Rights and Responsibilities, complaint/grievance process, and privacy practices is available upon request.*