



# Patient Bill of Rights

## You have the right:

- to receive safe, quality care from expert providers.
- to make your own informed decisions about your health care, sexual health, and reproductive life.
- to an explanation of your tests, information about all of your health care options, and answers to all of your questions.
- to confidentiality and access to your medical information as required by law and described in Planned Parenthood North Central States–PPMNS Notice of Privacy Practices.
- to receive information in a manner, level, and language that you understand and prefer at no additional cost to you.
- to be treated with courtesy and respect.
- to receive services without discrimination based on race, color, creed, sex, gender identity or gender expression, national origin, age, veteran status, marital status, religion, sexual orientation, size, disability, socioeconomic status or status with regard to public assistance.
- to express complaints without fear, and to have them addressed. Complaints can be directed to: Vice President of Operations, 671 Vandalia Street, St. Paul, MN 55114
- to be free from neglect, exploitation, and verbal, mental, physical or sexual abuse.
- to a detailed statement and overview of your visit and services provided.

## You have the responsibility:

- to give your provider accurate and complete information about your health, including present concerns, past illnesses, medications, allergies, and other matters relating to your health.
- to alert us if you do not understand instructions, or if there is some reason you will not be able to follow them.
- to provide your correct contact information for invoicing and follow-up.
- to follow the treatment plan recommended by your health care provide.
- To report any changes in your condition or treatment plan to your health care provider.
- to keep or cancel your scheduled appointments.
- to pay your invoice promptly.
- to follow the clinic rules and regulations.
- to show respect and consideration to other patients and their families.