



FAMILY HEALTH CENTERS OF SAN DIEGO

OUR MISSION

Family Health Centers of San Diego provides comprehensive, accessible, quality health care services to residents, communities, and community-based organizations in San Diego and the surrounding region. We offer affordable services to all income levels, with a special commitment to low income/medically underserved individuals.

RIGHTS AND RESPONSIBILITIES

We are pleased you chose our clinic. We want to satisfy your health care needs. As a health care patient you have choices, you have rights, and you have responsibilities.

YOU HAVE THE RIGHT TO . . .

1. Be treated with dignity and respect and acknowledged as an individual with unique health care needs.
2. Have cultural, ethnic, psychological, spiritual and personal beliefs, values and preferences acknowledged and respected.
3. Know the name and title of the staff serving you.
4. Receive an understandable explanation of your medical condition.
5. Be actively involved in decisions regarding your treatment plan.
6. Consent to or refuse any care or treatment.
7. Accept or refuse participation in any clinical research opportunity that is offered.
8. Receive appropriate assessment and management of pain.
9. Involve family members and/or significant others in care decisions as you request and as appropriate.
10. Have your medical and personal information treated confidentially.
11. Be involved in resolving conflicts about care decisions or service perceptions.
12. Be encouraged to share questions and concerns about safety, quality and ethical issues.
13. Receive upon request information about surrogate decision-making and advance healthcare directives.

YOU ALSO HAVE THE RESPONSIBILITY TO . . .

1. Treat Family Health Centers of San Diego staff with courtesy and respect, and show appreciation for their cultural, ethnic, psychosocial, spiritual and personal values.
2. Be honest about your medical, dental, and mental health history.
3. Ask questions until you understand what you need to know about your health care.
4. Follow health advice and medical instructions and express any concerns about your ability to follow the proposed plan of care.
5. Accept the consequences and outcomes if you do not follow the care, treatment and service plan.
6. Report any changes in your health condition.
7. Provide feedback about your service needs and expectations.
8. Respect clinic staff and property and comply with the clinic's rules and regulations.
9. Keep appointments or cancel at least 24 hours in advance.
10. Accurately represent and report your true financial situation and earnings.
11. Pay patient fees when services are rendered, or take personal responsibility to make payment arrangements.

Since you have selected us as your health care provider, we want to meet your needs.

When you want to knowASK

When you have a questionSPEAK UP

When you have a problemREGISTER your concerns and ask to see the Clinic Director

When you like what happens .. SMILE

If you have any suggestions, compliments, or concerns, please let us know. You may also contact the Joint Commission for any unresolved concerns regarding patient safety or quality of care. The Joint Commission may be contacted via email at complaint@jointcommission.org or by telephone at (800) 994-6610.

