



Patient Rights

At Accordia Health, our goal is to make sure you get the quality integrated healthcare you need. In order for you to get good care, there should be trust and respect between the patient and those who give that care.

No patient shall be refused services based upon their inability to pay.

As a patient of Accordia Health, you have the following Rights:

- To be informed about your patient rights and responsibilities.
- To be treated with respect, consideration, dignity and to receive high quality healthcare.
- To not be discriminated against in the delivery of healthcare services.
- To be assured of confidential treatment and to authorize the release of identifiable healthcare and other personal information.
- To provide or withhold informed consent.
- To review and receive copies of your medical records and/or request that your records be amended.
- To choose your healthcare provider.
- To be informed of your medical condition, treatment plan, and expected outcome(s).
- To receive accurate, easily understood information and to request assistance or be represented by parents, guardians, family members, or others in making informed healthcare decisions.
- To make decisions about the management of your care and to seek second opinions and specialty care.
- To refuse treatment and refuse to participate in research.
- To be informed of the names, functions, and credentials of all persons providing service to you and to receive the names and telephone numbers of management.
- To be provided information about the functions and services of the health center, including mission, vision and goals and how care is provided.
- To be informed of available services, hours of service, and after hour coverage.
- To have a fair and efficient process for voicing grievances and recommending changes to management.
- To be protected from harm, and free from physical, verbal, sexual, or psychological abuse, exploitation, coercion, reprisal, intimidation, neglect, or mistreatment.
- To be free from the use of seclusion and/or restraint.

Patient Responsibilities:

As a patient of Accordia Health, you have the following responsibilities:

- To give truthful and accurate information about your health and past medical treatment.
- To participate in self-management activities agreed upon with the multi-disciplinary treatment team.
- To ensure that you fully understand and follow the treatment plan prescribed by your healthcare provider.
- To inform your healthcare provider of any changes in your condition or of any adverse reactions to the treatment plan.
- To keep appointments and inform the center in advance when you are unable to keep an appointment.
- To pay for services rendered in accordance with the fee policy and to provide truthful and accurate financial and/or insurance information to allow for appropriate billing.
- To become informed of and to follow health center rules and regulations concerning patient care and conduct.

If you feel that any of your rights have been violated or if you want further information, you may contact the following:

Department of Mental Health Office of Advocacy Services
1-800-367-0955

Department of Human Resources
(251) – 450-1800

Alabama Disabilities Advocacy Program
1-800-826-1675

Accordia Health Patient Needs Department
(251) 450-4303

You may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about Accordia Health by either calling 1-800-994-6610 or e-mailing complaint@jointcommission.org

You may also call:

Elder Care at Public Health in Montgomery/Division of Health Care Facilities to report a complaint and/or ask questions about your Advance Directive at:
1-800-356-9596, Monday – Friday 8 AM to 5 PM.