



# WAYNE MEMORIAL COMMUNITY HEALTH CENTERS

## *A Statement of the Patient's Rights and Responsibilities*

### **As a patient, you have the right to:**

- ◆ take part in your health care and treatment
- ◆ an interpreter if you do not speak English or are hearing impaired
- ◆ know the names of the people caring for you
- ◆ be treated with respect and dignity in a safe and private setting
- ◆ be fully informed about your illness and treatment, in terms you understand, including options for your care
- ◆ change medical providers at Community Health Centers
- ◆ get another opinion about your illness or treatment
- ◆ privacy of your health records
- ◆ speak with the Director of Quality about any questions or problems with your care
- ◆ know about services available through WMCHC
- ◆ respect for your cultural, social, spiritual and personal values and beliefs
- ◆ know about legal reporting requirements
- ◆ ask for special arrangements if you have a disability
- ◆ ask for help with a living will or durable power of attorney for health care
- ◆ refuse treatment, care and services as allowed by law
- ◆ know the cost of your care and ways that you may pay for your care

### **Notice of Non-Discrimination:**

You have the right to receive care without discrimination due to age, sex, race, culture, language, color, disability, religion, national origin, marital status, sexual orientation, citizenship or gender identity. No patient will be denied healthcare services due to an individual's inability to pay for such services. We will provide language assistance for individuals with limited English proficiency or hearing disability.

Wayne Memorial Community Health Centers cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-808-9008.

Wayne Memorial Community Health Centers erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab. ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-808-9008.

### **As a patient, you have the responsibility to:**

- ◆ tell your medical provider about your illness or problems
- ◆ ask questions about your illness or care
- ◆ show respect to both care givers and other patients
- ◆ cancel or reschedule appointments so that another person may have that time slot
- ◆ pay your bills on time
- ◆ use medications or medical devices for yourself only
- ◆ inform the medical provider if you become worse or you have an unexpected reaction to a medication
- ◆ give written permission to release your other health records to WMCHC when necessary
- ◆ provide WMCHC a copy of your living will or durable power of attorney for healthcare matters

**If you have any questions, please tell your medical provider or contact the Director of Quality at (570)253-8207**

Wayne Memorial Community Health Centers is a federally qualified health center clinically affiliated with Wayne Memorial Health System, Inc. WMCHC is a Health Center Program grantee under 42 U.S.C. 254B, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). This Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

CARBONDALE FAMILY HEALTH CENTER  
(570)282-2031

FOREST CITY FAMILY HEALTH CENTER  
(570)785-3194

HAMLIN FAMILY HEALTH CENTER  
(570)689-9965

HIGHLAND PHYSICIANS FAMILY HEALTH CENTER  
(570)251-6500

HONESDALE FAMILY HEALTH CENTER  
(570)251-6672

NORTHERN WAYNE FAMILY HEALTH CENTER  
(570)798-2828

PIKE FAMILY HEALTH CENTER  
(570)775-7100

PINNACLE FAMILY HEALTH CENTER  
(570)226-2151

WAYMART FAMILY HEALTH CENTER  
(570)647-0523

WOMEN'S HEALTH CARE CENTER  
(570)253-3005 (Honesdale Office)  
(570)775-8838 (Dingmans Ferry Office)  
(570)689-9965 (Hamlin Office)  
(570)280-3407 (Carbondale Office)

PEDIATRIC CENTERS  
Honesdale Pediatric Center - (570)253-5838  
Sterling Pediatric Center - (570)689-7565  
Waymart Pediatric Center - (570)488-9550  
Pike Pediatric Center - (570)775-4264

LAKE REGION URGENT CARE &  
OCCUPATIONAL MEDICINE  
(570) 390-4545

BEHAVIORAL HEALTH CENTER  
(570)253-8219

TOGETHER FOR HEALTH DENTAL CENTER  
(570)251-6534  
(570)775-7818 (Pike Office)

HONESDALE SURGICAL ASSOCIATES  
(570)253-8635

HONESDALE NEUROLOGY  
(570)253-8635