



Riverland Community Health Patient Rights

1. You have a right to dignity.

You have a right to the same consideration and treatment as anyone regardless of race, creed, religion, sex, marital status, national origin, financial status, disability, veteran status, age, source of payments, color, language, or lifestyle.

2. You have a right to privacy.
3. You have a right to confidentiality.

What you tell us is private. Riverland Community Health follows state & federal privacy laws.

4. You have the right to see your own records
5. You have a right to understand your health problems and treatment, including why the treatment is recommended, who will provide it, how much it will cost and how long it will take.
6. You have a right to express your opinion

If you have a complaint, safety concern, compliment, or suggestion, please email us at:

PatientRelations@rchealth.org or let our staff know- we want to improve our care to you.

Riverland Community Health Patient Responsibilities

1. Show consideration for the clinic's staff and property
2. Keep appointments or notify the clinic more than two hours before if you cannot come to the clinic.
3. Be honest in sharing information about yourself with the staff.
4. Let the clinic know of any changes in address, telephone number, income levels or name.
5. Make arrangements with the business office for payment of your monthly bill.
6. If you do not understand something you have been told, please ask.
7. If you have ideas on how we can improve, please let us know.
8. Show consideration for the clinic's staff and property.