

JPCHC patients and Turning Point System of Care (TPSOC) clients are encouraged to read this document to understand their rights and responsibilities as a patient/client. If you have any concerns about your rights or responsibilities, please ask any staff member to contact Patient Experience at 317-743-5988 or patientexperience@janepauleychc.org for assistance.

Outpatient Appointment Responsibilities

1. Confirm your appointment at least one (1) day in advance by text or phone.
2. Arrive to your appointment on time – preferably 15 minutes early.
3. Notify the clinic when you will not be able to come to your appointment by text or phone.
4. If you are running late, notify the clinic by text or phone.

Please note if you arrive late to any scheduled appointment you may need to be rescheduled. The above requests will help JPCHC and TPSOC to plan schedules and do their best to accommodate patients accordingly.

Patient/Client Rights

1. Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.
2. Patients may receive services without regard of their ability to pay; if you are unable to pay the full fee for services, a sliding fee scale may be available to you. You may examine and receive an explanation of your bill of services.
3. Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.
4. Patients have the right to know of the variety of services that may be available in planning his/her treatment.
5. Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment.
6. Patients have the right to involve their relative/guardian in their treatment.
7. Patient information released to or requested from other sources requires your written consent. Patient records subpoenaed by court order may not require your signature for release of information.
8. Patients have the right to review and obtain a copy of your clinical record in accordance with JPCHC's policy.

Additional TPSOC Client Rights

TPSOC clients/patients should be informed of their rights and responsibilities at entry into services. If a client/patient lacks decision-making capacity at the time this information is provided the information should be provided to their legal representative and/or provided again to the individual once capacity is restored.

Clients have the right to:

1. Behavioral health services in accordance with standards of professional practice, appropriate to client's needs, designed to improve client's condition.
2. Receive humane care and protection from harm.
3. Practice their religion and receive culturally competent care.
4. Exercise choice in the selection of care providers rendering services for which the client is financially responsible.
5. Be treated with dignity and respect.
6. Choose the services in which they desire to participate, ask questions and receive answers about services, request changes in service and/or care providers, refuse services.
7. Be informed of rules that will result in discharge if violated
8. Participate fully in decisions regarding their discharge from a program and receive advance notice regarding the proposed discharge, unless their behavior threatens the wellbeing of another person.
9. Not be subjected to verbal, physical, sexual, emotional or financial abuse.
10. Be assisted by an advocate of their choice; for example, family, friend, or case manager.
11. Review their care record, with two exceptions:
 - i. The review is deemed by a qualified professional to present material harm to the client or others.
 - ii. The review would result in the unauthorized disclosure of someone else's protected health information.
12. Decide who else can see their records, with several exceptions limited to minimum necessary information disclosure:
 - i. Agency staff involved in your treatment
 - ii. An attorney representing them at a commitment hearing with a court order
 - iii. A valid court order
 - iv. Third party payers reimbursing for care
13. Contact and consult with legal counsel and private practitioners of the client's choice at the client's expense.
14. File a complaint/grievance through the JPCHC patient experience department, DMHA's toll free consumer service line (800-901-1133) or any source concerning an action by an agency, facility or program.

Patient/Client Responsibilities

1. Give full information, to the best of your knowledge, about your condition, including symptoms, medications, previous health, etc.

2. Provide accurate contact information
3. Provide accurate insurance/financial information
4. Provide accurate emergency contact information
5. Ask questions if you do not clearly understand information or instructions about your care and treatment.
6. Follow the treatment plan coordinated by your provider. TPSOC clients will participate in developing their treatment plan. Participate in the development of and following the treatment plan coordinated by the client's provider.
7. Pay your bill on time and in full.
8. Ensure that payment for your care is made promptly and in full.
9. Understand your insurance coverage and its limits and any added financial responsibilities you may have.
10. Follow JPCHC/TPSOC rules and regulations.
11. Be considerate of and respectful to your caregivers, other patients and visitors to the health center.
12. Not have or use alcoholic beverages or "recreational" drugs in the health center.
13. Not have firearms or other weapons in the health centers.

JPCHC/TPSOC Responsibility

1. JPCHC/TPSOC is required by the Abused and Neglected Child Reporting Act to report any suspected incidents of neglect or abuse. JPCHC/TPSOC also has the ethical obligation to report suspected maltreatment of senior citizens or adults.
2. If at any time patients present a clear and present danger to yourself or to others, JPCHC/TPSOC's staff may release information that is required to protect the patient or others.
3. JPCHC/TPSOC may restrict or terminate delivery of services to patients who have been evaluated and determined as posing a serious physical threat to staff or others.

Your comments and concerns are important to us:

We want to hear from you regarding your satisfaction with our care and services, as well as

suggestions for improvement. All information is used to support our efforts to **continually improve the quality** of your care and safety. Should you have a concern that is unresolved, please contact the patient experience department of Jane Pauley Community Health Center at 317-743-5988 or patientexperience@janepaulcyhc.org.

Approved: Marc Hackett
Marc Hackett
Chief Executive Officer

Date: 3/9/2026