

Salud offers a Patient Centered Medical Home (PCMH) model, which means that you are empowered to be responsible for your own health care as an active member of the health care team. The services we provide are accessible, organized to meet your needs and provide comprehensive care. Salud does not discriminate against any person on the basis of race, ethnicity, color, sexual orientation, gender identity, national origin, disability, sex, religious preference, marital status, political beliefs, age or insurance status, with regards to admission, treatment or participation in its programs, services and activities or in employment opportunities.

As a Salud patient you have the **RIGHT** to:

- Be treated with respect, consideration, and dignity.
- Choose any willing provider/supplier, such as for laboratory services.
- Obtain confidential services as noted in Salud's Notice of Privacy Practices.
- Discuss with your health care team information concerning your diagnosis, evaluation, treatment and prognosis. Be informed and participate in making decisions about your healthcare.
- Refuse any test, procedure, treatment or medication.
- Learn the names, professional status and experience of Salud team members providing your care.
- Know if Salud is participating in teaching research and/or experimental programs.
- Submit an advance directive or request additional information about receiving one.
- Request free language assistance services and auxiliary aids and services.
- Change providers if you would prefer to see a different provider and other qualified providers are available.
- Submit feedback or file a complaint or grievance by sharing your concerns to any Salud staff member.
- Voice feedback or complaints regarding treatment or care.
- Choose the Pharmacy of your choice to fill your prescription.

As a Salud patient you have the **RESPONSIBILITY** to:

- Follow instructions of Salud's health care team and participate in your care.
- Provide complete and accurate information to the best of your ability about your health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Bring a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by the provider.
- Accept personal responsibility for any charges not covered by health insurance (please understand that payment for services provided to you and your family are part of your patient responsibilities).
- Be considerate and respectful of Salud's health care team as well as other visitors and patients.
- Use your Patient Portal / Healow App / Text communications to keep your contact information up to date and review your health records.
- Schedule an in-person appointment annually with a medical or dental provider to maintain being an established patient.

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