Jefferson County Department of Health

Patient Rights

Your voice matters at JCDH, and for your safety, we encourage you to speak openly with your healthcare team whenever you have questions. When you are well informed, you are more empowered to take part in care decisions and treatment choices. It is our privilege to provide healthcare services to you and we invite you to join us as an active member of your healthcare team by reviewing your rights and responsibilities.

You have a right to:

Respectful and Safe Care

Be given considerate, respectful, and compassionate care.

Be treated without discrimination based on sex (including pregnancy, gender identity, and sexual orientation), religion, race, color, national origin, disability, genetic information, military status, status as a veteran, or age in admission to, participation in, or receipt of the services and benefits of any of JCDH programs and activities.

Be given care in a safe environment, free from verbal, mental, physical, or sexual abuse or neglect. Report concerns, safety risks, or suggestions for improvement to your health care team or the Director on-site.

Know the names and roles of your healthcare team.

Have your cultural, and personal values, beliefs, and wishes respected.

Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.

Basic life support and activation of the Emergency Management System (EMS) if you experience a medical emergency during your visit.

Receive an estimate of charges before care is provided. Instructions are located on our website at jcdh.org and can be accessed by selecting the Good Faith Estimate link.

Effective Communication and Participation in Your Care

Get information in a way you prefer and clearly understand (examples: sign language, vision assistance, language interpretation). These services will be provided free of charge.

Get information from your provider about your diagnosis, test results, treatment plan, medication, outcome of care, and unanticipated outcomes of care.

Be involved in your plan of care and treatment and involve your family in decisions about your care.

Ask questions and get timely responses to your questions or requests.

Have your pain assessed and addressed which may include a referral to an outside provider.

Have someone with you for emotional support, unless the person interferes with yours or others' rights, safety, or health. However, this right may be temporarily revoked during emergencies, outbreak of disease or other reasons.

Ask for and be provided a chaperone during exams, tests, or procedures. The healthcare provider may request chaperone as well.

Informed Consent

Give permission (informed consent) to receive medical and dental services at JCDH and before any special procedures requiring informed consent. Before consenting to special procedures, the risks and benefits of your treatment, alternatives to that treatment, and risks and benefits of alternative treatments will be discussed with you.

Agree or refuse to be part of a research study without affecting your care.

Agree or refuse to allow pictures, videos, or voice recordings for any other reason than your personal care.

Privacy and Confidentiality
To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy.

To expect that any discussion or consultation involving care will be conducted discreetly and that individuals not directly involved in your care will not be present without permission.

To have the medical/dental record accessed only by individuals for legitimate business purposes and as permitted under law.

To expect all communications and other records pertaining to care, including the source of payment, be treated as confidential.

To be given a Notice of Privacy Practices.

Complaints
Voice concerns or file a complaint about the facility, your healthcare team, or the services that have been given to you.

You are encouraged to voice your concerns at the time of the visit so issues can be resolved quickly. If you would like to voice concerns, request to speak with the Assistant Director of Clinical Services at your clinic.

If you feel your concerns are not resolved, you can escalate the concerns or complaints to the JCDH Chief Compliance Officer, (205) 930-1454; jcdhcompliance@jcdh.org

To address discrimination concerns, you may file a civil rights complaint with the U.S. Department of Health and Human Services:

Office for Civil Rights
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
OCRMail@hhs.gov
Complaint forms are available at Filing with OCR | HHS.gov

Jefferson County Department of Health

Patient Responsibilities

Patients have the right to know the rules and expectations that apply to patients and visitors at Jefferson County Department of Health facilities and clinics. These rules and expectations apply to all patients, their families, friends, and caregivers visiting JCDH facilities and clinics or using JCDH's on-line platforms. JCDH may enforce other rules and restrictions that are meant to increase safety and/or prevent the spread of infections.

You have the responsibility to:

Demonstrate Respect and Consideration of Others

Be considerate of the rights of other patients, visitors, and clinic staff and treat everyone with respect. You are responsible for the behavior of others who accompany you to your visit.

Refrain from engaging in any forms of disruptive, derogatory, threatening, or aggressive speech or actions (behavior). Specifically, patients and visitors are not allowed to:

- Yell, use profanity, call people names, lie, or use deceptive behavior
- Use words or actions that are humiliating, discriminatory, or racist
- Verbally threaten people
- Sexually harass people
- Display behavior intended to intimidate or frighten people or show physical aggression; or
- Have weapons on any JCDH property including, but not limited to, guns, knives, blades, clubs, chemicals, and any other object that can be used to inflict bodily harm or physical damage

Abusive or disrespectful behavior will result in dismissal from JCDH clinics. Please note the assault of a healthcare worker is considered a felony per Alabama Law Code 13A-6-21. JCDH will support staff in pressing charges against those who show such behavior.

Actively Participate in Your Healthcare

Be an active participant in your care, treatment, and healthcare decisions.

Provide accurate and complete information about present complaints, pain level, your medical history, medicines, allergies, and other matters relating to your health.

Ask questions until you have a clear understanding of the plan of care and treatment.

Follow the treatment plan outlined by your provider.

Report unexpected changes in conditions to your healthcare provider.

Attend appointments as scheduled. If you are not able to attend an appointment, you are expected to give ample notice when cancelling or rescheduling an appointment.

Provide updated information regarding your home address, telephone number, income, and insurance information.

Provide us with a copy of your Advance Directives if these directives have been established.

Follow Clinic Rules

Leave valuables at home.

Refrain from using cell phones or other devices, and taking pictures, videos, or recordings without permission from staff.

Meet insurance co-pay requirements at the time of your visit.

Submit payments in a timely manner.