

YOUR RESPONSIBILITIES AS A PATIENT

- To take an active part in making decisions about your health care.
- To provide accurate and complete information about your health history or changes in your medical condition.
- To ask questions if you do not understand the treatment plan suggested by your provider.
- To arrive on time for your appointment and to let us know in advance if you need to cancel an appointment.
- To follow the treatment plan recommended by your provider.
- To treat other patients and clinic staff with courtesy and respect.



INTERNATIONAL COMMUNITY
HEALTH SERVICES

International District Medical & Dental Clinic

720 8th Ave S, Ste 100
Seattle, WA 98104
Tel: 206.788.3700

Holly Park Medical & Dental Clinic

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Seattle, WA 98118
Tel: 206.788.3500

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INTERNATIONAL COMMUNITY
HEALTH SERVICES



PATIENT

Rights and
Responsibilities

www.ichs.com

Welcome to International Community Health Services (ICHS)

At ICHS, we respect that you have certain rights and responsibilities as a patient. We hope by knowing these rights and responsibilities it will help you to actively take part in your health care.

We believe we can provide the best care possible when our patients are actively involved in their own health. This is why we encourage you to ask questions and to partner with us.

Our primary goal is to provide quality health care to you and your family.

Please take the time to read about your rights and responsibilities as a patient. We hope that this information will help you make informed decisions regarding your health.

Welcome to ICHS, and thank you for allowing us to serve you.

Teresita Batayola
Executive Director

Grandy Au, DDS
Interim Dental Director

Courtney Johnson, MD
Medical Director



YOUR RIGHTS AS A PATIENT

Choice of Health Care Providers

- To choose a health care provider that provides you with appropriate care.

Language Appropriate Care

- To receive accurate information about our hours, providers and services in a language that is easy for you to understand. If needed, interpreters are available to help you make informed decisions about your health care.

Access to Emergency Services

- To receive timely emergency care, 24 hours a day, 7 days a week, regardless of cost or coverage.



Taking Part in Treatment Decisions

- To know your treatment options and to actively take part in decisions about your health care.
- To choose a family member, guardian or other person to represent you if you are unable to make your own medical decisions.

Respect and Non-Discrimination

- To be treated with respect and courtesy by ICHS staff and health care providers, without discrimination.
- To receive medical care that respects your beliefs.



Confidentiality of Health Information

- To speak in private with your health care provider and have your health information protected.
- To receive and review your own medical record when an ICHS staff member is present.

Complaints and Grievances

- To tell us any complaints you may have about your provider or the care you receive.
- To be informed about the grievance process and receive an answer to your grievance in a timely manner.

