



You are the most important person in your health care.

You should know about your health and speak honestly with your health care provider. When we work as partners, you get the best health care possible.

We welcome all people. We do not discriminate based on a person's race, color, national origin, age, sex, disability, religion, sexual orientation, gender identity, past or current drug use, or ability to pay.

**For appointments, contact the Patient Access Center
(847) 377-8800**

Community Health Centers

Belvidere Medical Building
2400 Belvidere Rd, Waukegan

Grand Avenue Health Center
3010 Grand Ave, Waukegan

Libertyville Health Center
18698 W Peterson Rd, Libertyville

Midlakes Health Center
224 W Clarendon Dr, Round Lake Beach

North Chicago Health Center
2215 14th St, North Chicago

North Shore Health Center
1840 Green Bay Rd, Highland Park

Zion Health Center
1911 27th St, Zion

**Lake County Health Department
and Community Health Center**

3010 Grand Avenue
Waukegan, IL 60085
Phone: (847) 377-8000
Web: health.lakecountyl.gov



Patient Rights *and* Responsibilities



Patient Rights

You have the right to:

Respectful care.

- Be treated with respect. This includes your cultural, spiritual and personal values.
- Receive care in a safe environment, free from abuse or harassment.
- Receive holistic care. This includes physical, emotional, and pain control needs.

Correct information in simple terms.

- Be informed about your health condition.
- Understand treatments and possible outcomes.
- Discuss information with your provider.
- Know the names and jobs of people treating you.
- Include family in care decisions as you wish.

Permit or refuse any and all treatment.

- Agree to or refuse treatment, as law permits.
- Ask for a second opinion from another provider.
- Expect that we will provide the health services you need if we are able. Your provider may need to give you a referral for specialty tests or appointments.
- Name another decision maker if you cannot make decisions about your care.

Know agency rules.

These rules affect you and your health.

Know about costs and payment methods.

- We accept most insurance, including Medicaid, Medicare, and Children's Health Insurance Program (CHIP).
- We offer discounted fees for patients who qualify. We do not deny services based on a person's inability to pay.

Confidentiality and privacy.

- Expect personal privacy during care and treatment.
- Expect that your records will be kept confidential. You must give written permission for them to be shared. These records can be given to another agency or person if required or permitted by law. Anyone who receives these records will be told that they are confidential.
- See your medical records and amend them. You may have your records explained to you. You may have your comments added, as law permits.

Know about agency resources.

- We offer case management and interpreters.
- If you have questions or problems with your care, the Lake County Community Health Center Governing Council may help. Call (847) 377-8000 for assistance.

Know about our partnerships that may influence your care.

We work with other health care providers, insurance companies, medical schools, colleges or grantors.

Voice your concerns of patient care or safety to management. Call (847) 377-8000.

1. Talk to the Practice Manager or Program Manager.
2. Talk to the Medical Director.
3. If your concerns are not resolved, you may contact The Joint Commission:

One Renaissance Blvd
Oak Brook Terrace, IL 60181
800-994-6610
complaint@jointcommission.org

Patient Responsibilities

You have the responsibility to:

Provide accurate health information.

- Tell us about your symptoms, past illnesses, medications, allergies, and hospital stays.
- Tell us about your insurance if you have any.

Speak honestly with your provider.

- Ask questions if you do not understand.
- Tell your provider what you want and do not want.
- Tell us if you feel you cannot follow through with your treatment.

Make good health care decisions every day.

Your lifestyle can affect your health.

Attend your scheduled appointments.

- Please arrive on time.
- Let us know if you cannot make it. Call (847) 377-8800 at least 24 hours in advance.

Work with us to make payments.

Be considerate to others.

You and your guests must respect our clients, staff, and the health center.

Advance Directive Information

An advance directive is a health care proxy, or living will. It is a document that names another person to make decisions about your health care. It tells us your health care choices if you are not able to speak for yourself in the future.

If you have an advance directive, please give us a copy. Also give a copy to your family and health care provider. Having an advance directive is not needed to receive care. The decision to have one is up to you. If you want an advance directive, ask our staff for information.