



First Circle Medical Center

HOPE · HEALING · COMMUNITY

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contact@firstcirclemedical.org

PATIENT INFORMATION

Patient Rights and Responsibilities

First Circle Medical Center is committed to providing quality, respectful, safe, and compassionate care, regardless of a patient's ability to pay.

Patient Rights

As a patient, you have the right to:

- Quality care without discrimination or denial due to inability to pay.
- Dignity, respect, courtesy, consideration, and care in a safe environment.
- Privacy and confidentiality of your health information.
- Clear information about your care team, diagnosis, treatment options, medications, and prognosis.
- Participation in healthcare decisions, including accepting or refusing treatment as permitted by law.
- Access to medical records, advance directive information, referrals, follow-up care, and financial assistance information.
- Free language assistance and reasonable disability accommodations.
- The ability to share concerns or grievances without retaliation or loss of services.

Patient Responsibilities

As a patient, you are responsible for:

- Providing accurate and current health, medication, allergy, insurance, and contact information.
- Asking questions when you do not understand your diagnosis, treatment plan, or instructions.
- Participating in your care and following agreed-upon treatment plans.
- Keeping appointments or notifying the clinic if you need to cancel or reschedule.
- Treating providers, staff, volunteers, patients, and visitors with courtesy and respect.
- Following clinic policies and maintaining appropriate conduct on clinic property.
- Paying applicable balances or applying for available financial assistance programs.

Complaints, Grievances, and Language Assistance

Patients may submit complaints, grievances, concerns, or suggestions without fear of retaliation. Language assistance services and auxiliary aids are available free of charge.

For questions or complaints, please contact the front desk.

Phone: 954-663-2255 · Email: contact@firstcirclemedical.org