

FMC PATIENT BENEFITS, HOW TO FILE A COMPLAINT, PRIVACY AND REFUSAL OF CARE INFORMATION

Benefits of being an FMC Patient

1. Access to all of our primary medical and support services **with HIPAA related privacies**
2. Ability to enroll in special medical programs
3. Access to our Telehealth Services and on-line (Athena Health) patient portal
4. Access to limited medication support through our partnerships
5. Access to any and all partnership benefits such as lab work, imaging, referral programs and special case support; including special medical events

Patient Complaint and Patient Privacy

A patient may file a complaint with either the Clinic Manager or Director of Nursing. Once a complaint is filed either in person, by mail, or by email, then the supervisor will:

1. Review the incident
2. Interview those associated or who witnessed the incident
3. Record findings
4. Make the appropriate decisions to either improve services, correct the situation, or move forward with any disciplinary actions with staff, volunteers or patients
5. Report the findings to the patient and communicate with the patient any actions that need to be taken either with personnel, support, services, resources, or with them

Patient Service Refusal of Care

A patient's care can be refused if:

1. They cause or threaten damage to property or person
2. Act in a manner that puts the clinic or those at the clinic in danger or at risk; including a threatening manner, words or actions;
3. Not cooperative during care
4. Is striving to deceive or provide false information
5. Knowingly misuses medications
6. Moves out of our service range or no longer is a member of one of our FMC Medical Service Partnership programs;
7. No longer meets qualification standards
8. FMC will seek to notify the patient of refusal of care based on one of the items listed above, but is not obligated to provide notice of refusal of care before actions are taken