

Patient Rights & Responsibilities

All patients receiving services at Elica Health Centers are provided with comprehensive quality care and informed of both their rights and responsibilities. We are committed to ensuring all patients are treated with respect and dignity, and afforded the conditions of privacy as provided by law.

Elica Health Centers Patients have the right to:

- Receive high-quality services
- Be treated with respect and courtesy
- Receive treatment based on their needs
- Be treated without regard to race, ethnicity, national origin, age, disability, sex, gender identity, religion and/or creed, and sexual orientation.
- Be received and treated in a manner that enhances autonomy, privacy, dignity, and self-esteem
- Receive treatment in a manner free from discrimination or sexual harassment
- Receive treatment in the most appropriate and least restrictive manner
- Be protected from invasion of privacy
- Have information kept private and confidential as described in the Notice of Privacy Practices
- Receive services in offices that are safe, clean and accessible
- Choose/refuse their level of participation in treatment or research
- Be fully informed about risks of treatment and research
- Express their opinion about services received
- Appeal decisions or actions concerning a treatment
- Receive assistance from a family member, designated representative or another individual in understanding, protecting or exercising their rights
- Access their medical records
- Participate in developing their treatment plan, with periodic review and revision
- Request a change of staff member if there is another staff person available who can address their issues and the request

is reasonable. Discriminatory requests will not be considered

- Be given the option of continued care with another provider of the same or greater skill set and/or knowledge if a staff member is no longer employed by or contracted with Elica Health Centers

Elica Patients have the following responsibilities:

- To cooperate with their service provider to the best of their ability
- To attend all scheduled appointments (including for Behavioral Health patients, their team meetings and Integrated Health Care Coordinator visits as agreed, in order to monitor progress toward outlined goals)
- To treat staff and other office professionals with the same dignity and respect with which they would like to be treated
- To bring for their appointment:
 - Identification card to each visit
 - Insurance card, if covered by Medi-Cal, Medicare, or private insurance
 - Immunization records for children or adults
 - Prescription bottles for any medications taken
 - Information on any changes in name, address, phone number, employment, family status, insurance coverage and income (if paying on a sliding fee scale)

Canceled Appointments

If a patient needs to cancel or reschedule a visit, we ask to be notified prior to the scheduled appointment, and, if possible, a 24-hour notification is preferred.

If the office has to cancel any patient appointment, it is only because the provider is not available, or due to a power outage, or some other type of emergency at the clinic.

In these instances, we will attempt to contact the patient as soon as possible to let them know about the cancellation and reschedule their appointment.

Frequently Missed Appointments

We understand there may be times when patients miss an appointment due to an emergency, work obligations or family matters. However, we ask that you call 24-hours prior to, or as soon as possible, to cancel your appointment.

If you miss an appointment without providing any advance cancellation notice, it will be considered a “No Show.” Elica policy states if you miss three consecutive appointments, all of which are considered “no-shows,” you will only be seen on a “walk-in” basis for the next three months (no scheduled appointments can be made).

Involuntary Discharge

There are several reasons to initiate the end of a relationship between Elica Health Centers and a patient. These include, but are not limited to, the following:

1. A patient is uncooperative or does not follow medical advice—refusal to follow recommended medical treatment where the Primary Care Provider believes there is no alternative treatment, and that refusal severely endangers the health of the patient.
2. If continued medical care at Elica Health Centers is deemed not to be in the best interest of the patient, such as where the patient-clinician relationship has been so damaged that quality of care cannot be expected or the patient’s needs exceed the capability of Elica’s resources.
3. Patient is unpleasant or threatening to the providers or the staff.
4. A patient demonstrates a risk of harm or violence to self or others – behavior or situations of concern include:
 - There is or has been physical or verbal abuse including threatening or intimidating behavior by the patient
 - Patient’s behavior is dangerous to self or others
 - Where the patient’s mental health status indicates counseling would not be helpful

Involuntary Discharge, continued:

5. A patient breaks the trust of the organization (e.g., theft or vandalism of the organization's property).
6. Services required are no longer provided; services are no longer beneficial to the patient or the request for services is beyond the limits of Elica's resources.
7. A patient uses discriminatory or harassing language or exhibits discriminatory or harassing behavior, including the refusal to work with a clinician because of race, ethnicity, national origin, age, disability, sex, gender identity, religion and/or creed, or sexual orientation, or any other grounds prohibited under the Human Rights Code.
8. The patient engages in fraud or a criminal act involving Elica Health Centers. For example, falsifies or alters a prescription for medication, or deliberately misrepresents their medical condition to obtain medical care and/or medications.
9. If a pattern of missed appointments is detected, resulting in repeated disruptions of continuity of care and provider schedules, Elica staff, in consultation with a patient's provider, can initiate procedures to discharge the patient from the clinic practice.

Elica Health Centers will notify patients in writing about discharge incidents before any action can take place. If you have any questions or concerns about the information contained herein, please contact your clinic manager.

Elica Health Centers complies with applicable Federal civil rights laws, and does not discriminate by race, ethnicity, national origin, age, disability, sex, gender identity, religion and/or creed, or sexual orientation.

Phone: (916) 454-2345

After Hours: (888) 831-6032

Emergencies: **911**

Elica Health Centers - Arden Arcade

1750 Wright Street, Ste. A, Sacramento, CA 95825
Mon - Fri: 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm

Elica Health Centers - Cadillac Drive

77 Cadillac Drive, Ste. 200, Sacramento, CA 95825
Mon - Fri: 9:00 am to 1:00 pm and 2:00 pm to 6:00 pm

Elica Health Centers - Franklin

5385 Franklin Blvd, Ste. K, Sacramento, CA 95820
Mon - Thu: 8:00 am to 6:00 pm

Elica Health Centers - Halyard

1276 Halyard Drive, West Sacramento, CA 95691
Mon - Sat: 8:00 am to 6:00 pm

Elica Health Centers - Health On Wheels

3701 J Street, Ste. 201, Sacramento, CA 95816
Locations and Hours of Operation: Variable

Elica Health Centers - Mack Road

6339 Mack Road, Sacramento, CA 95823
Mon - Fri: 9:00 am to 1:00 pm and 2:00 pm to 6:00 pm

Elica Health Centers - Marysville

3234 Marysville Blvd, Sacramento, CA 95815
Mon - Fri: 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm

Elica Health Centers - Midtown

3701 J Street, Ste. 201, Sacramento, CA 95816
Mon - Sat: 8:00 am to 6:00 pm

Elica Health Centers - North Highlands

4815 Watt Avenue, North Highlands, CA 95660
Mon - Sat: 8:00 am to 12:00 pm and 1:00 pm to 6:00 pm

Elica Health Centers - Revere

752 Revere Street, Unit B, Sacramento, CA 95818
Tue - Fri: 8:00 am to 6:00 pm - Sat: 8:00 am to 12:00 pm

Elica Health Centers - V Street

923 V Street, Sacramento, CA 95818
Mon - Thu: 8:00 am to 6:00 pm

Elica Health Centers - 15th Street

155 15th Street, Ste. A, West Sacramento, CA 95691
Mon - Thu: 8:00 am to 6:00 pm

Elica Health Centers



Patient Rights

"Healing with Heart"
Elica
Health Centers

www.elicahealth.org

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