

## **WELCOME TO COMMUNITY HEALTH OF SOUTH FLORIDA, INC. (CHI)**

**“Patient Care Comes First”**

Community Health of South Florida, Inc, a private-not for-profit, Federally Qualified Community Health Center providing affordable quality primary and behavioral health care services to the residents of South Miami-Dade and Monroe counties. CHI operates seven primary care centers, twenty- seven school based programs and several outreach programs. All sites offer quality comprehensive primary and behavioral healthcare. Our physicians are all board certified or board eligible. CHI is accredited by the Joint Commission (JC).

### **Our Mission**

***To deliver safe, compassionate, accessible and culturally competent quality health care services to the people of South Florida.***

### **PATIENT RIGHTS & RESPONSIBILITES**

Community Health of South Florida, Inc. is pleased to be your health care provider. Our patients have many rights as well as certain responsibilities, which will help us to provide efficient and prompt services to our patients. We, as staff, have the duty and obligation to respect the rights of our patients.

#### **Patients of Community Health of South Florida, Inc. have the RIGHT to...**

- Be treated with respect regardless of nationality, creed, color, age, economic status, sex, handicap or life style.
- Expect that every reasonable effort will be made to provide an interpreter, when they do not speak or understand the predominant language of the community.
- Information concerning available services of Community Health of South Florida, Inc. and how to access those services.
- Obtain complete current information about their treatment, diagnosis, risks, prognosis and illness from their physician and other caregivers in terms and language the patient can reasonably be expected to understand.
- Choose their health care provider and to know the identity of physicians, nurses, and others involved in their care.

- Be given all information about proposed treatment or procedures to make an “informed consent” prior to beginning the treatment or procedure.
- Refuse treatment to the extent permitted by law, and to be informed of the possible medical consequences of doing so.
- Examine and receive an explanation of service fees charged them, regardless of whether it’s paid by the patient or another source.
- Refuse to participate in research projects.
- Receive prompt treatment when medically indicated, regardless of economic status or source of payment.
- Expect that within its ability, Community Health of South Florida, Inc. will respond in a reasonably timely manner to a patient’s request for services
- Every consideration of privacy.
- Review clinical records pertaining to their medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- Expect that all communication and records pertaining to their care will be treated as confidential by Community Health of South Florida, Inc. staff and affiliated agencies’ staff members.
- Be provided with information about any relationship Community Health of South Florida, Inc. has with other health care institutions or individuals involved in their care.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Be informed of available resources for resolving disputes, grievances, and conflicts.
- Participate in their healthcare regime.
- To access any mode of treatment the patient or the patient’s health care practitioner believes is in the best interest of the patient, including complementary or alternative health care treatments, in accordance with the provisions of Florida Statue 456.41.
- Be informed of the policies and rules, which apply to their conduct.
- Appropriate assessment and management of their pain.
- Refuse care by any healthcare professional and request a different health care professional, if one is available.
- Have an advance directive concerning treatment or designating a surrogate decision maker with the expectation that Community Health of South Florida, Inc. will honor the intent of that directive to the extent permitted by law and its policy.

## **Patients of Community Health of South Florida, Inc. are responsible for...**

- Keeping their appointments. If they cannot keep their appointment, call the Center as early as possible so that other patients may be given their appointment time.
- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and matters related to their health. They are responsible for reporting unexpected changes in their condition to the responsible practitioners.
- Making it known whether they clearly comprehend a contemplated course of action and what is expected of them.
- Following the treatment plan recommended by the health care providers responsible for their care.
- Paying for all services charged to them in accordance with their classification.
- Following the center's rules and regulations affecting patient care and conduct.
- Respecting the rights of others, being courteous of other patients and the health care staff responsible for their care.
- Assisting in maintaining a safe and clean environment and following the Center's rules for patient care and conduct.
- Working with their provider to develop a pain management plan and assist in assessment of their pain and assure that effective pain relief becomes an important part of their treatment.

### **Complaint Resolution Information**

Quality of Care and Safety of our patients, staff, students, volunteers and visitors are very important to us. If you have any quality of care concerns, you may call one of our Patient Safety Officers 305-252-4853 or contact a supervisor on site. Any concerns regarding the school base programs please contact the School Base Coordinator at 305-242-6069. If we are unable to satisfactorily address any Safety concerns we can direct you on how to contact our accreditation agency The Joint Commission (JC).

## **LOCATIONS**

<p><b>Doris Ison Community Health Center</b> Community Health Center 10300 S.W. 216<sup>th</sup> Street Miami, FL 33190</p> <p>305-253-5100</p>	<p><b>Martin Luther King, Jr. Clinica Campesina</b> 810 West Mowry Street Homestead, FL 33030</p> <p>305-248-4334</p>
<p><b>Naranja Health Center</b> 13805 S.W. 264<sup>th</sup> Street Naranja, FL 33030</p> <p>305-258-6813</p>	<p><b>Behaviorial Health Care Center</b> 10300 S.W. 216<sup>th</sup> Street Miami, FL 33190</p> <p>305-252-4841</p>
<p><b>Everglades Health Center</b> 19300 S.W. 376<sup>th</sup> Street Florida City, FL 33030</p> <p>305-246-4607</p>	<p><b>West Perrine Health Center</b> 18255 Homestead Ave Perrine, FL 33157</p> <p>305-234-7676</p>
<p><b>South Dade Health Center</b> 13600 S.W. 312<sup>th</sup> Street Homestead, FL 33090</p> <p>305-242-6069</p>	<p><b>Marathon Health Center</b> 2855 Overseas Highway Marathon, FL 33050</p> <p>305-743-4000</p>
<p><b>Doris Ison Urgent Care Center</b> 10300 SW 216<sup>th</sup> Street Miami, FL 33190</p> <p>305-252-4880</p>	<p><b>MLK Urgent Care Center</b> 810 West Mowry Drive Homestead, FL 33030</p> <p>305-242-6037</p>

Please visit our website for school based programs:

[www.chisouthfl.org](http://www.chisouthfl.org)