

# Eastern Shore Rural Health System Inc.

## Patient Rights and Responsibilities

### YOU HAVE THE RIGHT TO:

- Receive considerate, respectful and kind care in a safe place.
- Have your values and beliefs respected. ESRHS does not, in any way, judge based on your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- Privacy concerning your medical care.
- Choose your primary care provider (PCP), (with a few exceptions), and be told the name of your PCP, nurses, and all health care team members.
- Receive medical advice after hours, if needed.
- Have someone stay with you for support during your appointment, unless their presence disrupts your or others' rights, safety or health.
- Be told about your conditions and what to expect. Know the benefits and risks of treatment.
- Be involved in your plan of care.
- Give informed consent (permission) before starting any procedure or treatment, or both, except for emergencies.
- Refuse medications, treatment, or procedures offered by ESRHS, to the degree permitted by law. The provider will tell you the medical results should you refuse medication, treatment, or procedures.
- Communication you can understand. ESRHS will provide sign language and/or foreign language interpreters as needed at no cost. If you have vision, speech, hearing, and/or other inabilities, you will receive additional aids to make sure your care needs are met.
- Make an advance directive (living will) and choose someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information about making one.
- Receive detailed information about your charges.
- Expect that all communication and records about your care are kept private and confidential, except when release is required by law.
- See or get a copy of your medical records after signing a medical release of information.
- Request a list of people to whom your personal health information was sent.
- Voice your concerns about the care you receive. If you have a problem or concerns, you may talk with your provider, nurse manager or center manager.

### YOU ARE RESPONSIBLE FOR:

- Providing complete, correct, and current information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and your employer.
- Signing a registration form, yearly, agreeing that your information is correct.
- Agree to the Patient Rights and Responsibilities.
- Recognize and agree to the No Show policy.
- Providing ESRHS with a copy of your advance directive (living will) if you have one.
- Providing complete and correct information about your health and medical history, including any allergies, present conditions, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that relate to your health. Make sure to include any known safety risks.
- Asking questions when you do not understand information or instructions.
- Telling your PCP if you believe you can't follow through with your treatment plan. You are the one responsible for the results if you do not follow your care, treatment and service plan.
- Treating all ESRHS staff, other patients and visitors with courtesy and respect, by obeying all ESRHS rules and safety practices. Be mindful of noise levels, privacy and number of visitors you bring.
- Keeping appointments, being on time, and calling the office if you cannot keep your appointments in agreement with our No Show Policy.
- Timely payment of all services, which are not covered by your insurance policy(s), including copays. Copays are collected at the time of your visit.
- Having transportation after your appointment. ESRHS is not responsible for patients after hours.



Eastern Shore  
Rural Health  
System  
INCORPORATED

*Quality Family Healthcare*

**esrh.org**

# Thank you for choosing Eastern Shore Rural Health System, Inc.

Please remember to bring with you to each one of your appointments:

- Insurance card(s)
- Co-pay
- Medications  
(including herbal supplements)
- Permission to treat for children in writing or a phone call to the office

Please arrive 15 minutes prior to your appointment to update/verify your information.

Other services offered:

- Sliding Fee
- Pharmacy Assistance
- Health Education
- Interpretation

## CORPORATE OFFICE

Open Monday - Friday 8:30 a.m. - 5 p.m.  
phone: 757-414-0400

## ATLANTIC COMMUNITY HEALTH CENTER with DENTAL

Open Monday 8 a.m. - 8 p.m.  
Tuesday - Friday 8 a.m. - 5 p.m.  
phone: 757-824-5676

## CHINCOTEAGUE ISLAND COMMUNITY HEALTH CENTER

Open Monday - Friday 8 a.m. - 6:30 p.m.  
Seasonal Saturday Hours  
(Memorial Day - Labor Day)  
8 a.m. - 1 p.m.  
phone: 757-336-3682

## EASTVILLE COMMUNITY HEALTH CENTER with DENTAL

Open Monday, Wednesday, Thursday & Friday  
8 a.m. - 5 p.m.  
Tuesday 8 a.m. - 8 p.m.  
phone: 757-331-1086

## FRANKTOWN COMMUNITY HEALTH CENTER Dental only

Open Monday - Friday 8 a.m. - 5 p.m.  
phone: 757-442-4819

## ONLEY COMMUNITY HEALTH CENTER

Open Monday, Tuesday, Wednesday & Friday  
7:30 a.m. - 5 p.m.  
Thursday 7:30 a.m. - 8 p.m.  
Saturday 8 a.m. - 1 p.m.  
phone: 757-787-7374

## SCHOOL DENTAL OFFICES

Open Monday - Friday, 8:30 a.m. - 5 p.m.  
Metompkin Elementary School 757-665-1159  
Pungoteague Elementary School 757-789-7777

**EASTERN SHORE**  
Rural Health



Hours are subject to change, please check [esrh.org](http://esrh.org) for updates.