



NorthLakes

COMMUNITY CLINIC

Patient Bill of Rights

As a patient at NorthLakes Community Clinic you have the right to:

TREATMENT

We will provide care no matter your race, birth place, beliefs, sex, gender identity, sexual orientation, health problems, or income.

PRIVACY

Your reason for seeking care, your health problems, and your treatments will be shared only with those who need to know for you to receive good care. This might include the doctor, nurse or your insurance company.

SAFETY

Your records will be kept in a safe place where they can be read only by those who care for you.

CLEAR COMMUNICATION

We will talk with you about any test, medicines or other treatments we think might help you. We will explain everything clearly and answer your questions.

HEALTH CARE SERVICES

You will not be denied the services that you need. We will respect your thoughts about the care you receive and will work with you to address any concerns you have about your treatment.

RESPECT

We will respect your beliefs and values.

KNOWLEDGE

We will listen to your concerns and share all the information we have about your health problems so you can make good health care choices.

FAMILY INVOLVEMENT

You may invite your family members to help you decide what treatments you choose.

END OF LIFE CARE

We can talk with you about making a plan for your health care at the end of life.

888.834.4551
nlccwi.org