



08.00.02 Client Rights and Responsibilities

AcadianaCares does not provide emergency medical services. In case of emergency, please call 911 or visit the nearest emergency room.

For non-emergency medical services after posted hours of operation, AcadianaCares Community Health and Wellness Center patients can call 337-704-0787 to leave a message. A medical provider will return calls as received and as appropriate.

As a client of AcadianaCares, or a legal guardian of a client, you are responsible to:

- Respect AcadianaCares employees and volunteers as they provide your care and services.
- Provide at least a 24-hour notice of when you cannot keep a scheduled appointment.
- Notify AcadianaCares when you change your address or phone number.
- Share information about your health, medical history, illnesses, prescriptions, over-the-counter medicines/remedies, test results, visits to the emergency room, and hospital stays.
- Ask questions to help you understand health risks and conditions, improve your health, and prevent illnesses.
- Take medications as prescribed and follow treatment plans, or let AcadianaCares know when this cannot be done.
- Refill your prescriptions. AcadianaCares strongly recommends calling your pharmacy three days before you will run out of medication.
- Inform AcadianaCares when you see other healthcare providers, including medications they prescribe or change, tests conducted, treatments performed, and other services provided.
- Provide feedback to AcadianaCares to help continuously improve services.

AcadianaCares clients have the right to receive the following from staff and volunteers:

- Respect as an individual. Staff and volunteers will not make judgements based on race, sex, age, gender, gender identity, sexual preference, religion or disability.
- Respect for privacy. Medical information will not be shared unless you give AcadianaCares permission or it is required by law. Additional privacy rights are described in the AcadianaCares Notice of Privacy Practices.
- Receipt of evidence-based services using trained professionals.
- Receipt of care to meet your needs, goals, and values.
- Answers to questions and calls as soon as reasonable, including after normal hours of operation and in cases of emergency.
- Reminders for scheduled appointments.
- Help in understanding options and making choices to help you stay healthy.
- Help in getting the care you need, even if it is outside of AcadianaCares.