



P A T I E N T ' S R E P O N S I B I L I T I E S

As a patient of APICHA Primary Care Clinic, you are expected to adhere to the following responsibilities:

- Be considerate and courteous to all employees, peers, volunteers and other patients in any situations, even during disagreements.
- Please respect the confidentiality and privacy of others, especially regarding HIV-related information. APICHA cannot disclose any information about any patients unless we have a written authorization from them, as mandated by the New York Public Health Law, Article 27-F.
- Following the agency or program's rules/protocols. If you have any concerns regarding the rules/protocols you should follow the grievance procedure by seeking assistance from an appropriate staff member at APICHA, Inc.
- Please respect your medical providers and clinic staff. Please be on time for appointments or meetings, or provide us with 24 hours notice in case of lateness and cancellation.
- Contribute to your community in any way you can, such as public advocacy, acts of kindness, respect for diversity, etc.
- APICHA is a smoke, drug and alcohol free environment. Patients are expected to not use alcohol or drugs within APICHA or APICHA sponsored support groups and events. Violation of this procedure can result in suspension or termination from the program.
- As you are entitled to a dignified, considerate and respectful treatment by staff, free from any verbal and/or physical threat and/or violence of harm from staff, we also expect you to treat the staff with the same consideration and respect. Behaviors that are threatening to the well-being of other patients, staff, peers, volunteers or the premises as well as any activities that are disruptive to agency operation can result in suspension or separation from the clinic.
- Be patient. We will return routine calls within 1 business day.