

# 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 and dental advice after hours, by phone if needed.
- Have necessary support people stay with you during your appointment, unless their presence disrupts your or others' rights, safety or health. Only one adult allowed with children.
- 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 disabilities, 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 to include a Good Faith Estimate prior to your appointment.
- 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 and dental 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, or the nurse, dental operations 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. Update information as needed.
- Agreeing to the Patient Rights and Responsibilities.
- 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.
- Keeping appointments, being on time, and calling the office if you cannot keep your appointments in agreement with our No Show Policy.
- Communicating changes in address, insurance, contact information, etc.
- Timely payment of all services, which are not covered by your insurance, including copays. Copays are collected at the time of your visit.
- Having transportation after your appointment. ESRHS is not responsible for patients after hours.
- 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 bringing only visitors necessary for support.
- Prohibited behaviors at ESRHS:
  - Verbal abuse: yelling, swearing, insults, or threats
  - Physical aggression: including hitting, kicking, pushing, or spitting
  - Harassment: discriminatory or offensive comments based on race, ethnicity, religion, sex, or disability.
  - Disruptive behavior: excessive noise, disruptive behavior that interferes with other patients' care, or refusing to follow reasonable instructions from staff
  - Unauthorized recording: recording conversations with staff without prior consent
  - Fraudulent activity: misrepresentation of medical information for personal gain

# 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

## CORPORATE OFFICE

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

## ATLANTIC COMMUNITY HEALTH CENTER with DENTAL

Medical Open Monday 8 a.m. - 8 p.m.  
Tuesday - Friday 8 a.m. - 5 p.m.  
Dental Open Monday - Friday 7:30 a.m. - 5 p.m.  
phone: 757-824-5676

## EASTVILLE COMMUNITY HEALTH CENTER with DENTAL

Medical Open Monday, Wednesday,  
Thursday & Friday 8 a.m. - 5 p.m.  
Tuesday 8 a.m. - 8 p.m.  
Dental Open Monday - Friday  
7:30 a.m. - 5 p.m.  
phone: 757-331-1086

## FRANKTOWN COMMUNITY HEALTH CENTER Dental only

Open Monday - Friday 7:30 a.m. - 5 p.m.

## ONLEY COMMUNITY HEALTH CENTER

Open Monday - Friday 8 a.m. - 5 p.m.  
phone: 757-787-7374

## ONLEY COMMUNITY PHARMACY

Open Monday - Friday 8:30 a.m. - 6 p.m.

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

Other services offered:

- Sliding Fee
- Pharmacy Assistance
- Health Education
- Interpretation

## CHINCOTEAGUE ISLAND COMMUNITY HEALTH CENTER

Open Monday, Tuesday, Thursday  
& Friday 8 a.m. - 5 p.m.  
Wednesday  
8 a.m. - 8 p.m.  
Seasonal Saturday Hours  
(Memorial Day - Labor Day)  
8 a.m. - 1 p.m.  
phone: 757-336-3682

## SCHOOL DENTAL OFFICES

Open Monday - Friday, 8:30 a.m. - 5 p.m.  
Metompink Elementary School  
757-665-1159  
Pungoteague Elementary School  
757-789-7777  
Kiptopeke Elementary School  
757-331-1048  
Occohannock Elementary School  
757-789-9734

Open Monday - Friday, 7:30 a.m. - 4 p.m.  
Nandua Middle School  
757-787-3494

Eastern Shore Rural Health  
**EXPRESS**  
**CARE**  
ESVA's "Only" Urgent Care



Open Monday - Friday  
12 p.m. - 8 p.m.  
Weekends 8 a.m. - 4 p.m.  
phone: 757-787-1465

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