**Customer (Patient/Client) Rights**

* Rights in respect to being informed regarding the nature of the treatment planned including benefits expected, risk involve, and participation in the development of the treat plan.
* The right to refuse treatment.
* The right to reserve confidentiality.
* The right to be treated with full recognition of personal dignity, individuality, and need for privacy.
* The right to receive service in adequate facilities.
* The right to know the qualification of the staff providing service.
* If the patient is found ineligible for service, the right to receive a written explanation, stating their rights for appeal, if any.

**Customer (Patient/Client) Responsibilities**

* To provide accurate and complete information related to healthcare and services, past and present.
* To follow treatment plan recommended by provider
* To keep your appointments.
* To be responsible for you actions if you refuse care and do not follow treatment, recommendations by provider.
* To follow IFHC rules, regulations, policies affecting patient care.
* To be considerate of the right of other patients and IFHC staff.
* To be respectful of other IFHC patients, staff, and resources.