



**Ammonoosuc Community Health Services, Inc.**  
**Patient Bill of Rights / Contract of Care** (*please retain for your records*)

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**Ammonoosuc Community Health Services, Inc.** is a progressive primary care health center that provides a broad range of health services to you.

**As part of our contract with you, you can expect that we will:**

- ❖ Provide emergency coverage and availability of a physician on-call 24 hours a day, 7 days a week by calling 603-444-2464.
- ❖ Provide medical services as needed, appropriately triaged by trained clinical support staff.
- ❖ Refer you to a specialist if we cannot provide the services you need.
- ❖ Provide timely care, as much as possible, in a health center where emergency and unexpected patient needs are a reality. For example, we see pain as a high priority and do our best to address it as soon as possible.
- ❖ Treat you with consideration and respect.
- ❖ Provide care without discrimination based on race, color, national origin, religion, sex, sexual preference, income level, disability or age.
- ❖ Maintain confidentiality about all your health problems except as dictated by federal and state law. With rare exceptions under law, we cannot release your records unless you give us consent.
- ❖ Be honest with you about your health conditions to the extent that you desire.
- ❖ Provide a sliding fee scale based on income for those who do not have health insurance.
- ❖ Provide options for getting medications at a reduced charge.
- ❖ Provide qualified and caring health providers and a courteous and conscientious staff.

**You have the right to:**

- ❖ Request a fee schedule and information about insurance options
- ❖ Examine and review your own medical records
- ❖ Voice a concern

If for any reason we have failed to keep our contract with you, please speak with your provider or any staff member in person or in writing so that we may fix the problem quickly.

If you have an official complaint or concern, you may submit it in writing. Please include your name (or patient name if you are filing on behalf of a patient), the date of treatment, and specific details of your complaint or concern, and send it to:

Ammonoosuc Community Health Services, Inc. OR  
Edward Shanshala, Executive Director  
25 Mount Eustis Road  
Littleton, NH. 02561  
603-444-2464

Bureau of Health Facilities  
6 Hazen Drive  
Concord, NH 03301  
1-800-3345 Ext 4592  
1-603-271-4592  
TDD access 1-800-735-2954



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**As part of your contract with us, we expect that you will:**

- ❖ Be honest and open with your provider and/or nurse about the details of your health problem(s).
- ❖ Work with your provider to develop a care plan and follow it as best you can. Be honest about what you have been able to do (and not do) at each follow-up visit. We cannot treat you properly without knowing the truth.
- ❖ Treat our staff with consideration and respect. Avoid foul and violent language or behavior.
- ❖ Be on time for all scheduled appointments. We may not be able to see you if you are more than 5-10 minutes late for your appointment.
- ❖ Call with 24 hours notice if you are unable to keep your appointment. (See Patient Discharge from Care Policy).
- ❖ Verify that the providers at Ammonoosuc Community Health Services are participating providers with your health insurance plan.
- ❖ Pay co-payments and deductibles at the time of service. If you are unable to pay these, we will work with you to develop a payment plan. Outstanding balances without an approved agreement may be sent to a collection agency. Any collection or attorney fees incurred as a result will be you or your guarantor's responsibility. (See Patient Discharge from Care Policy).

We look forward to working with you. If you have any problem with keeping your contract with us, please speak with your provider or nurse. We will do our best to help you resolve the problem so that you can remain our patient. We want to help you improve your health!

*“Ammonoosuc Community Health Services is a non-profit organization offering a network of affordable primary health care services and information to individuals throughout our communities. By emphasizing preventative care and encouraging active participation in one's own health, our programs promote and support the well being of individuals and families”.*