



104 W COMMERCE ST PLANKINTON, SD 57368
605-299-8234 (P) 833-982-0180 (F)



Whole
Person
Health.
Brighter
Tomorrows.
♡

The Hometown Standard

PEOPLE | HEALTH | COMMUNITY | ALWAYS

Patient Rights + Responsibilities

A SHARED COMMITMENT. A HEALTHIER TOMORROW.

Whether your care is through Hometown Family Health or Hometown Integrative Health, you are more than just a patient — you're part of our *Hometown family*. Our commitment to you is the same: privacy, dignity, respect, communication, and responsible coordination of care.

*Our shared
commitment:*

Same values. Same standards.
Two unique services. One Hometown.



YOUR RIGHTS AS A PATIENT

You have the right to:



Respectful & Non-Discriminatory Care

Be treated with dignity, respect, and without discrimination based on race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, or any other protected class.



Privacy & Confidentiality

Have your personal and health information kept private and secure in accordance with HIPAA and our privacy policies.



Clear & Understandable Information

Receive information in a way you can understand about your condition, care options, treatment, and any associated costs.



Informed Participation

Be involved in decisions about your care, including the right to give or refuse consent for treatment.



Access to Your Records

Request and receive a copy of your medical records and information about how your information is used and shared.



Information About Fees

Be informed about charges, insurance coverage, and your financial responsibilities before receiving services.



Open Communication

Have your questions answered, concerns listened to, and the ability to voice a complaint without fear of retaliation.



Reasonable Accommodations

Receive appropriate access to care, including language assistance, reasonable accommodations, and support for special needs.

Your Health. Our Priority. Always. ♡

YOUR RESPONSIBILITIES AS A PATIENT

We're in this together.

To help us provide the best possible care, we ask that you:



Provide Complete & Accurate Information

Share your health history, current medications, and any changes in your health or contact information.



Keep Us Updated

Let us know about changes to medications, specialists, insurance, address, phone number, or other important details.



Follow Your Care Plan

Actively participate in your agreed-upon care plan or communicate with us if you are unable to do so.



Keep Appointments

Arrive on time and provide adequate notice if you need to reschedule or cancel.



Ask Questions

Speak up when something isn't clear or if you need more information.



Treat Our Team with Respect

Be kind and courteous to all staff, other patients, and providers.



Use Communication Channels Appropriately

Reserve messaging and after-hours resources for non-urgent matters and allow up to 3 business days for a response.



Coordinate with Other Providers

Inform us when you are seeing another provider or facility so we can work together for your best care.



Meet Financial Obligations

Pay balances and follow our financial policy.



TRANSITION OF CARE

If we need to end the patient-provider relationship (non-emergent situations), we will provide written notice, allow time to transition your care, offer appropriate refills when clinically indicated, and help with transferring your medical records to a new provider.



IN EMERGENCY

If you are experiencing an emergency, please call 911 or seek immediate care at the nearest emergency room. For urgent needs outside of normal business hours, follow the instructions on our phone system or website.



Have Questions? We're happy to help.

Call or text **605-299-8234**
Monday – Friday | 7:30 AM – 4:30 PM
104 W Commerce St | Plankinton, SD 57368

*The Heart of
Our Relationship* ♥

We are committed to providing compassionate, high-quality care and to working with you as a partner in your health. Your trust matters, and we take that seriously.



OUR CARE RELATIONSHIP

Expectations for a Healthy Partnership

We expect open, honest communication, mutual respect, and a willingness to work together toward your health goals. We will do our best to provide safe, effective, and coordinated care, and we ask that you help us by being engaged, respectful, and proactive in your care.



POSSIBLE TERMINATION OF CARE

Circumstances That May Result in Termination of the Patient Relationship

We value the patient-provider relationship and will always work to resolve concerns. However, there are circumstances that may result in termination of the care relationship, including but not limited to:

- Repeated missed appointments or failure to provide adequate notice.
- Persistent refusal to follow mutually agreed care plans.
- Failure to complete necessary monitoring or testing.
- Abusive, threatening, or inappropriate behavior.
- Fraudulent or deceptive behavior.
- Repeated violation of medication or treatment agreements (including controlled substances).
- Misuse of communication systems (e.g., excessive non-urgent messages).
- Unresolved financial obligations.
- A breakdown in the therapeutic relationship that prevents safe and effective care.

Disagreement with a provider, requesting a second opinion, making a complaint, or declining a recommended treatment after informed discussion are not, by themselves, grounds for termination.

*Small Town.
Big Care.
Always.* ♥