



## Dear Family Planning Client:

We're happy that you have chosen our clinic. We aim to provide you with high-quality care at the lowest possible price.

### Our commitment to you:

- 1 If you have insurance (such as Medicaid or private insurance), we ask that you talk to the front office staff about your coverage to determine if your insurance will cover the cost of this visit. In terms of confidentiality, Title X requires this clinic not to bill your insurance if you want to keep information about this visit private.
- 2 If you do not have health insurance, we use a sliding-fee scale based on the cost of the services provided. The total fee will be based on your salary and number of dependents.
- 3 Using a sliding-fee scale, we are able to offer medical care at a much lower cost than other health care providers. We cannot deny you family planning services, even if you cannot pay. The total fee will be based on your salary and number of dependents.
- 4 If you are under 18 years old, the fee will be based only on the money available to you, whether that is yours or your family's.
- 5 If your income is 100% of the federal poverty level or less, you will not be charged nor will you receive a bill for routine family planning services.
- 6 Although family planning clinics receive some financial support from the state and federal government to pay for their expenses, we also accept donations. We appreciate donations of any amount. However, your ability to donate will not affect the care you receive.

### Client Bill of Rights

Please keep in mind that you have the following rights with regard to the family planning services we offer:

#### PRIVACY

- You will have a private space for counseling and treatment.

#### CONFIDENTIALITY

- Your personal information (including care, treatment, and personal data) will be confidential, except in cases where the law mandates that we report information, such as: physical or sexual abuse of children, signs of intimate partner violence, or positive results on a test for sexually transmitted infections.

#### ACCESS

- You will receive health care regardless of your number of pregnancies, marital status, preferred family planning method, source of funding, race, color, ethnicity, country of origin, housing status, religion, sex, sexual orientation, gender, gender expression, age, height, weight, physical or mental ability, or veteran status.
- If necessary, we will provide you with an interpreter at no cost.

#### RESPECT

- You will be treated with consideration and respect.

#### INFORMATION

- We will explain your medical care and treatment in a way and a language that you can understand.
- We will tell you where you can go to receive care if there is an emergency or the clinic is closed.
- We encourage you to ask questions if you do not understand.
- We will let you know about charges for any type of care.

#### DECISION-MAKING AND VOLUNTARY PARTICIPATION

- Services are provided on an as-desired basis.
- Family planning services are not mandatory in order to receive other services at this clinic.
- You are free to choose whether you want to use contraceptives and which contraceptive method you want to use.