
Patients have the right to:

- Care that respects an individual's culture, preferences, and identity.
- Care that is free from discrimination.
- Care provided in a safe environment.
- Care and information presented in a manner that can be readily understood.
- Care that is guided by each patient's own decisions, including refusing care.
- Express a complaint or concern without fear that care will be compromised. Concerns or complaints may be addressed to:

Phone: 919-531-7271

Email: Sonya.Glavin@sas.com or sas_hcc@sas.com

Patients have the responsibility to:

- Notify the HCC if you cannot keep an appointment.
- Notify the HCC if you receive care from other healthcare providers in the community.
- Notify your healthcare provider if you have questions, do not understand or cannot follow the treatment plan.
- Be aware of HCC services, scheduling and appointment policies provided on the Health Care Center website.
- Behave in a manner that is respectful to HCC staff, other patients, and the facility.