
Mission Statement

We proudly provide quality care to all people, creating a safe, affordable, and accessible healthcare experience.

Vision Statement

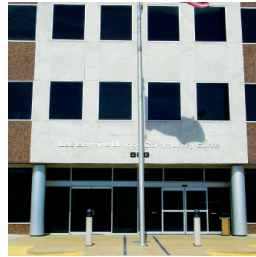
One Family. One Community. Better Health.

Anti-Discrimination Policy

LBU Community Clinic does not discriminate based on age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, or socioeconomic status.

You will not be denied care based on the ability to pay!

Locations



LBU West Dallas
809 Singleton Blvd.
Dallas, Texas 75212



LBU Pediatrics
3111 Sylvan Ave.
Dallas, Texas 75212



LBU Oak Cliff
4732 W. Illinois Ave.
Dallas, Texas 75211



LBU South Oak Cliff
5787 S. Hampton Rd.
Dallas, Texas 75232



LBU at TD Marshall School-Based Clinic
915 Brookmere Drive
Dallas, TX 75216



Patient Rights and Responsibilities

LBU Community Clinic



LBU Community Clinic is not an emergency facility. In case of an emergency, dial 911 or go to the nearest emergency department. If you need to contact LBU after hours, please call 214-540-0300. For more information, visit us at www.LBUCommunityClinic.org.

You Have The Right To:

- Receive kind and respectful care.
- Accept or refuse treatment as allowed by law.
- Be informed of the risks of refusing treatment. You are responsible for the outcome of refusing treatment.
- Receive information in a language you understand, and interpretation or assistance for hearing, visual, speech, or cognitive disabilities when needed to ensure understanding of your medical care.
- Receive confidential treatment. Your medical records are private unless you request in writing that we share your medical records. See attached Notice of Privacy Practices.
- Access your medical records, request corrections if information is inaccurate, and receive information about the sharing of your medical records as allowed by law.
- Receive information about your health or illness, treatment plan (including risks), pain management, expected outcomes, and any unexpected or unanticipated outcomes that are important to your care.
- Receive healthcare and treatment appropriate to your condition within our patient-centered medical home.
- Receive a reasonable response to your requests for treatment within the scope of the health center's mission, capacity, and regulations.
- Receive care that respects your psychosocial and cultural values.
- Participate in the consideration of ethical issues that arise in your care.
- Be informed of our policies on advance directives. Upon request, we will provide you with information and resources to help you create or update an advance directive.
- Choose someone, such as your next of kin or a legally authorized person, to exercise your rights if you are unable to participate yourself.
- Involve family members or others of your choice in your care decisions, as long as you wish and in keeping with the law.
- Decide whether photographs, recordings, or other images of you may be made or used, except when needed to support your medical care. All recordings will comply with privacy laws and regulations.
- Be informed of medical research that could affect your care, and then decide whether to participate in it.
- Be transferred or referred to another facility for services that we cannot provide. Please be aware that we are not medically or financially responsible for services that you receive elsewhere.
- Know the name and role of the doctor, nurse or other licensed provider responsible for your care.
- LBU Community Clinic provides coordinated, patient-centered care as part of its Primary Care Medical Home model, ensuring communication and continuity between you and your care team.

You Are Responsible For:

- Providing us accurate and current information about your health so that we can give you proper healthcare.
- Providing us with accurate and current information about household income when applying for the sliding fee program.
- Meeting financial obligations agreed upon with the organization.
- Supervising the children you bring to the center. You are responsible for their safety as well as the protection of others and our property.
- LBU Community Clinic has zero tolerance for verbal, mental, physical, and sexual abuse.

Termination of Medical Services

LBU Community Clinic can decide to stop treating you as a patient. If we do, you have a right to advance notice that explains the reason for the decision. You will be given **30 days** to find other medical services.

Reasons that we may stop seeing you include:

1. Intentional failure to accurately report your financial status.
2. Intentional failure to provide accurate information concerning your health.

LBU Community Clinic can decide to stop treating you immediately if it is determined that you have created a threat to the staff or other clients. You have the right to appeal the decision to the Board of Directors.



Appointments

You are encouraged to call in advance for an appointment. **If you cannot keep your scheduled appointment, call or text us to cancel and reschedule your visit.**

Patient Grievance Procedure

LBU Community Clinic staff are here to serve your needs in a professional and courteous manner. You have the right to be free from neglect, exploitation, and verbal, mental, physical, or sexual abuse. If you have a complaint about any aspect of your care, please ask to speak with the clinic manager. If the matter is still not resolved, you have the right to file a formal grievance.