

Patient Rights and Responsibilities Policy #2

At Sophie Trettevick Indian Health Center, we want to ensure that each patient entrusted to our care is treated with dignity, respect and compassion. Likewise, Sophie Trettevick Indian Health Center has a right to expect reasonable and responsible behavior from patients and other visitors to our facilities.

The following is a summary of your rights and responsibilities as a STIHC patient. We believe that these will serve as a foundation for a positive, effective, and compassionate partnership between you and STIHC staff.

PATIENT RIGHTS

1. You have the right to be treated with consideration and respect, and without any discrimination or harassment, including discrimination or harassment based on race, sex, color, religious or spiritual belief, socioeconomic status, gender identity or expression, sexual orientation or age.
2. You have the right to know who your provider is, and, when it is in your best interest medically, to be given information concerning your health care from your provider. This includes the right to review your medical record with a provider or other health professional. When provision of such information is considered not to be in your best interest, you have the right for the information to be given to another appropriate person acting on your behalf.
3. You have the fundamental right to the physical safety, security and integrity of your body.
4. You have the right to give, withhold, or withdraw your consent to do special procedures or treatments.
5. You have the right to refuse treatment to the extent permitted by law; but if you do, you must acknowledge being informed of the risks in doing so.
6. You have the right to privacy and dignity concerning your healthcare. Case discussion, examination, and treatment shall be conducted in confidence. Medical Students rotating through the clinic will always be introduced to you as such, and you have the right to refuse permission for their presence.
7. You have the right to know that all the records and other information about your care will be kept confidential. This includes income and other information about your demographics and identity.
8. You have the right to treatment and/or appropriate referral when you request care, which will be provided to you to the extent that the STIHC and its resources are able.
9. You have the right to request to change providers if other qualified providers are

available.

10. You have the right to expect that your referring provider or other appropriate person(s) will secure reports of your care and progress.

11. You have the right to expect reasonable continuity of care, to know what appointment times are available to you, to know what services are available to you; and to know where the services can be obtained.

If you believe that your rights have been violated, you have the right to invoke the STIHC Complaint Process by picking up a complaint form at the front desk, filling out an on-line form at www.stihc.org or by contacting the Quality and Safety Manager directly.

PATIENT RESPONSIBILITIES

1. You are responsible for being considerate of the rights of other patients and STIHC staff. This includes being respectful of the selves and property of others and of STIHC. You understand that any abusive or disrespectful behavior may result in suspension of non-emergent care or dismissal from the STIHC for your primary care.

2. You are expected to participate in the teaching/learning process so that you will acquire and understand the skills and behaviors that promote recovery from illness, maintain or improve function, or manage disease or symptom progression.

3. You are responsible for providing all information related to past illness, treatments, medications, allergies and sensitivities to your medical provider.

4. You are responsible for asking questions until you understand the answers about your treatment, procedures, diagnosis, medications, and other components of your healthcare.

5. You are responsible for the consequences if you refuse treatment or do not follow the provider's instructions.

6. You are responsible for following the directions, prescriptions, and recommendations given to you by the medical providers.

7. You are responsible for reporting your use of all over the counter medications, herbal or nutritional supplements to your medical provider.

8. You are responsible for making, promptly keeping, and calling in to cancel or reschedule your appointments.

9. You are responsible for informing the STIHC staff of any changes in your contact information.

10. You are responsible for reporting your income as needed (and changes to income and/or family composition) for the purposes of obtaining alternate resources.

11. You are responsible for any personal items you bring to the clinic. STIHC is not responsible for any lost, damaged or stolen personal items.

12. You are responsible for providing information regarding all available resources for your health care, including but not limited to: private insurance, Medicare or Medicaid.

If STIHC staff believe a patient's behavior is endangering the safety of themselves or others, they may invoke the STIHC Violent Patient and Abusive Patient Policy #5.

