

PATIENT RIGHTS & RESPONSIBILITIES

You have the right to:

- Be treated with respect, consideration, and dignity.
- Personal privacy. You must give permission before information about you is shared with others not directly involved in your care.
- Know the process to voice grievances regarding treatment or care.
- Know the process to provide feedback, including complaints.
- To change providers if another qualified provider is available.
- Prepare with your provider "Advance Directives." This notifies health care providers what you want us to do if you are unable to make medical decisions on your own.
- Information about your health and treatments, please ask questions.
- Participate in decisions concerning health care and treatment.
- Consideration of your values and preferences, including refusing treatment.
- Confidentiality of your health information. Messages between you and your provider; health records, test results, and x-rays are private; except when required by law. Patients are given the opportunity to approve or refuse their release; access information contained in your clinical records within a reasonable time.
- Access to interpreter services available upon request.

Patient Responsibilities:

During your visit to the Nisqually Tribal Health & Wellness Center (NTHWC) we ask that you accept responsibility to:

- Do not leave children unattended.
- Keep appointment and call to cancel or reschedule an appointment.
- Provide complete and accurate information to the best of your ability about your health, medications, including over the counter products and dietary supplements, and any allergies or sensitivities.
- Follow the agreed-upon treatment plan prescribed by your provider and participate in your care.
- Provide a responsible adult to provide transportation to and from if needed, as directed by the provider or discharge instructions.
- Inform the Business Office of any health insurance, Medicare and/or Medicaid-Apple Health coverage and any changes therein.
- Accept personal financial responsibility for any charges not covered by insurance. Exception for CHS or PRC eligible patients and those AI/AN eligible for onsite Direct Care services.
- Behave respectfully toward all health care professionals and staff, as well as other patients and visitors.