

# STIHC Patient Rights and Responsibilities

At Sophie Trettevick Indian Health Center, we are concerned 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, their relatives and friends.

The following is a summary of rights and responsibilities of you, the patient and that of STIHC staff that we believe serve as a foundation for a good relationship between patients and staff.

## PATIENT RIGHTS

You have the right to be treated with consideration and respect.

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.

You have the fundamental right to the physical security and integrity of your body. You

have the right to impartial access to treatment available or medically indicated.

You have the right to give, withhold, or withdraw your consent to do special procedures or treatments.

You have the right to refuse treatment to the extent permitted by law; but if you do, you must be informed of the risks in doing so.

You have the right to privacy and dignity concerning your own illness. 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.

You have the right to know that all the records and other information about your care will be kept confidential. This includes income information as well.

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.

You have the right to request to change providers if other qualified providers are available.

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

You have the right to expect reasonable continuity of care such as:

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- To know what appointment times are available to you;
- To know what services are available to you;
- To know where the services can be obtained; and

If you believe that your rights have been violated, you have the right to invoke the STIHC Complaint Process by picking up a form at the front desk, filling out an on-line form at [www.stihc.org](http://www.stihc.org) or by calling the Quality and Safety Manager at 360.645.2224.

## PATIENT RESPONSIBILITIES

You are responsible for being considerate of the rights of other patients and clinic staff. This includes being respectful of the property of others and of the clinic. 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.

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

You are responsible for providing all information related to past illness, treatments, and medications to assist the staff in the provision of better health care.

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

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

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

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

You are responsible for making, promptly keeping, and calling in to cancel or change appointments. You are responsible for informing the staff of any changes in your address or phone number.

The patient is required to report income as needed (and changes to income and/or family composition) for the purposes of obtaining alternate resources.

The STIHC is not responsible for cash, valuable and personal items you bring to the clinic. This includes eyeglasses, hearing aids, dentures, canes, prostheses, wheelchairs and other easily misplaced items.

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 Unsafe Patient or Visitor Policy.