



Our Patient Care Partnership Understanding Expectations, Rights and Responsibilities

As a patient, you have the right to:

- Be informed of your rights and review the policies regarding them.
- To receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin, sponsor.
- Express your opinion regarding the services received and to voice suggestions for improvement of the quality of care.
- File a complaint and to receive a response in a timely manner without fear of discrimination or reprisal.
- Receive considerate and respectful care in a safe and secure environment with respect and regard for your privacy, individuality, personal beliefs and cultural traditions.
- Accessible services and timely referrals to staff and services consistent with quality professional practice.
- Refuse treatment and be fully informed of the possible consequences of such refusal.
- Participate in decisions affecting your care and treatment according to your own desires, needs, and understanding, including consenting to have others participate in this process. TMWIHC may restrict other's participation to ensure the health and safety of patients, staff, and visitors. This privilege may be restricted or terminated under circumstances that include, but are not limited to the following: inappropriate, abusive, or threatening behavior; violation of any clinic policy, including, but not limited to smoking, drug, or alcohol policies; interference with the care of patients; infection control, and/or court order limited or restraining contact.
- Receive information about your illness and the course of treatment in terms you can understand.
- Approve and refuse the release of your own medical records. You also have the right to access your own records. You have the right to have the privacy and confidentiality of your records maintained in a secure and safe environment. TMWIHC follows all Federal and State guidelines regarding access to records. Only by law may records be released without patient permission.
- Know the name and professional status of the persons treating you and giving medical advice.
- Know in advance of service, the cost of service and any applicable payment policies, regardless of the source of payment.
- Appropriate assessment and management of your pain, information about pain, pain relief measures, and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe or chronic pain. The provider may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
- Receive timely and qualified care in a setting appropriate to your health care needs.
- Appoint a legal representative to make decisions regarding your health care.
- Request services of an interpreter, if needed, at no cost to you.
- Request or refuse treatment, to the extent permitted by law. You do not have the right to demand inappropriate or medically unnecessary treatment or services, or to refuse to cooperate with the care necessary for your safety based on the plan of care.
- Reasonable responses to any reasonable requests made for service.

As a patient, you have the responsibility to:

- To inform your health care provider of information related to past illness, treatments, and medications.
- To respect the rights and property of the Health Center, health care professionals, employees, and other patients.
- To make and keep all scheduled appointments. Please call to cancel or change appointments 24 hours in advance.
- To pay for service at the time service is provided and to provide the patient registration office with accurate, complete, and current information pertaining to insurance coverage, your home address, telephone number, social security number, and Native American Indian verification if applicable.
- To discuss your health care problems, concerns, and personal needs with your provider(s) honestly and to inform the health care provider of any changes occurring in your health. You should ask questions when in need of further instructions or better understanding.
- To cooperate with various providers involved in your care and to conduct yourself in a polite and respectful manner.
- To let your provider know if you cannot or will not follow a certain treatment plan.
- Exchange information in a non-abusive manner either physically or verbally while receiving care.
- Advise provider(s) of all changes in decisions concerning advanced directives and/or persons designated by you to make health care decisions for you.

Complaints or Grievances:

- You have the right to discuss your concerns, complaints or grievances with your care providers.
- If you have any questions or concerns about your rights and responsibilities, patient care, or safety at any of our facilities:

You may contact our Compliance Officer by phone at (209) 928-5425 or by email at hotline@tmwihc.org.

Thank you.