



LAC COURTE OREILLES COMMUNITY HEALTH CENTER

Patient's Rights and Responsibilities

Approved on 11/28/2016

by: LCO Tribal Governing Board

Lac Courte Oreilles Community Health Center (LCOHC) acknowledges that Patient's Rights and Responsibilities are an important element of providing quality health care.

Every patient or his/her designated representative, shall be given at the time of service, a copy of the clinic's guidelines on Patient's Rights and Responsibilities.

Except in emergencies, the consent of the patient or the patient's authorized representative shall be obtained before treatment is administered.

Access to Care

You have the right...

- To considerate and respectful care regardless of age, race, color, sex, sexual orientation, gender identity, creed, religion, national origin, ancestry, arrest or conviction record, marital status, source of payment, newborn status or physical and mental challenges.
- To receive treatment provided with respect, dignity, comfort and recognition of individual and personal needs.

- To be informed and participate to the fullest extent possible in planning your treatment and care to meet your needs, including selection of a Provider of your choice.
- To know by name, the Provider responsible for coordinating your care and all clinic personnel involved in the delivery of your care.
- To obtain from your Provider complete, current information concerning your diagnosis, treatment, and prognosis in terms that can be understood and information necessary to give consent prior to the start of any procedure and or treatment.
- To request treatment or services deemed medically necessary and appropriate.
- To refuse treatment and medication to the extent permitted by law, and to be informed of the medical consequences of this action. Except in emergencies, no treatment shall be given without your consent or the consent of your legally authorized representative.
- To expect that within the capacity of LCOHC, you will receive an evaluation, services and/or referral as indicated by the urgency of your case. If medically necessary you may need to be transferred to another facility only after receiving an explanation concerning the need for such transfer. The transfer must be acceptable to both you and the other facility.
- To create an advance directive, such as power of attorney for healthcare and to have it used according to your directions.
- To be informed of LCOHC's Policies and Procedures affecting your care and conduct.
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures and treatment.

Privacy and Safety

You have the right...

- To personal privacy, visual and auditory privacy, to the extent possible during medical and nursing treatments, and clinical discussions.
- To refuse to be filmed or taped without your consent.
- To have safe and clean surroundings.
- To be free from all forms of abuse or harassment, whether from staff, other patients or visitors.
- To assurance that you will not be chemically or physically restrained unless authorized by a provider order for a specific period of time, for your protection.

Confidentiality

You have the right...

- To expect that all communications and other records, including electronic records, pertaining to your care including source of payment for treatment are confidential.
- To examine and receive an explanation of your medical record during regular business hours, with reasonable notice.
- To receive a copy of your records upon payment of reasonable costs.
- To request, receive, and review an explanation of your bill and obtain information relating to available financial assistance.

Patient Responsibilities

As a patient, you can help us care for you. We ask you:

- To provide information about past illnesses, hospital stays, use of medication, and other matters relating to your health.
- To report unexpected changes in your condition to your provider.
- To ask questions when you do not understand information or instructions.
- To tell your provider if you believe you cannot follow through with your treatment.
- To accept responsibility for recognizing the effects of your lifestyle on your personal health. Your health depends on the decisions you make in your daily life, not just on your care you receive.
- To be considerate of other patients.
- To provide information about your sources of payment and to work with the clinic to arrange payment when needed.
- To be respectful of the property of other people and discriminating against the health care.
- To be non-discriminating against the health care providers because of their race, religion, color, sex.
- To be non-discriminating to other patients because of their race, religion, color, sex, nationality, or ethnic origin, or any handicaps or disabilities.