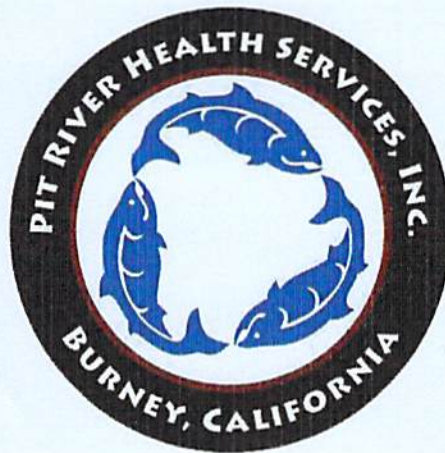


PIT RIVER HEALTH SERVICE, INC.  
PATIENT RIGHTS AND RESPONSIBILITIES POLICY



Approved: January 18, 2019

Lauri Hayward  
Health Board Chairperson

2/6/19  
Date

Phenna Mason  
Executive Director

2/6/19  
Date

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**SECTION 1: Authorization and Scope**

This policy is enacted under the authority of the Pit River Health Service (PRHS) Board of Directors, in their capacity as the governing body of the health clinic. This policy identifies the standards for patient rights and responsibilities in relation to their care at PRHS.

**SECTION 2: Patient Rights**

- 1) Patients are treated with respect, consideration and dignity.
- 2) Patients are provided appropriate privacy.
- 3) Patient disclosures and records are treated confidentially and patients are given the opportunity to approve or refuse their release except when release is required by law.
- 4) Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient the information is provided to a person designated by the patient or to a legally authorized person.
- 5) Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- 6) Information is available to patients and staff concerning:
  - a) Patient rights, as defined in this policy
  - b) Patient conduct and responsibilities
  - c) Services available at Pit River Health Services
  - d) Provisions for after-hours and emergency care
  - e) Fees for services
  - f) Payment policies
  - g) Patients' right to refuse to participate in experimental research
  - h) Advanced Directive as required by state or federal law and regulations
  - i) The credentials of health care professionals
- 7) Patients have the right to an interpreter at no cost. This is subject to availability, but PRHS utilizes an Internet-based translation service covering numerous languages including sign language for the hearing impaired.
- 8) Patients are informed of their right to change their provider if other qualified providers are available
- 8) Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- 9) Patients are informed about procedures for expressing suggestions, complaints and grievances including those required by state and federal regulations.

**SECTION 3: Patient Responsibilities**

Prior to receiving care patients are informed of patient responsibilities. These responsibilities require the patient to:

- 1) Provide complete and accurate information to the best of his/her availability about his/her health, any medications including over-the-counter products, drug/ alcohol use, dietary supplements and any allergies or sensitivities.
- 2) Follow the treatment plan prescribed by his/her provider. Patient is expected to ask

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- questions when they do not understand the information or instructions. If the patient cannot follow through with their treatment plan they are responsible for telling their provider.
- 3) Patient is expected to actively participate in their treatment plan and to keep providers informed in effectiveness of their treatment plan.
  - 4) Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider.
  - 5) Inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.
  - 6) Patient should provide complete and accurate information about their health insurance coverage.
  - 7) Accept personal financial responsibility for any charges not covered by his/her insurance.
  - 8) Be respectful of all the healthcare providers and staff as well as other patients.
  - 9) The patient has the responsibility to keep appointments, be on time, and call the clinic's front desk receptionist promptly if they cannot keep their appointments.
  - 10) Comply with PRHS eligibility and patient conduct policies.

#### **SECTION 4: REVIEW**

The Board of Directors and Executive Director shall review this policy to ensure its consistency with Federal, state, and local regulations, as well as other PRHS policies. This review will also ensure the policy is practical and realistic for the day-to-day operations of PRHS.

#### Legislative History:

Originally approved by the PRHS Board of Directors Month March 6, 2018

Amended by the PRHS Board of Directors Month January 18, 2019