



FALLON PAIUTE-SHOSHONE TRIBE
FALLON TRIBAL HEALTH CENTER

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PATIENT RIGHTS AND RESPONSIBILITIES

Patient Registration Form 300-4 (Rev. Apr 2023)

PATIENT NAME (FULL LEGAL NAME)

HEALTH RECORD NUMBER (HRN)

This notice describes your rights and responsibilities as a patient/client of the Fallon Tribal Health Center (FTHC), including our appointment standards if you are late and no-show. Please review it carefully.

As a patient/client of the Fallon Tribal Health Center (FTHC), you have the following rights, responsibilities, and obligations regarding appointments. The FTHC recognizes and adheres to patient rights under the HIPAA Privacy Rule which is located at 45 CFR Part 160 and Subparts A and E of Part 164.

PATIENT RIGHTS

Providing Reasonable Access to Care:

- The FTHC will provide care that is within its capacity, its stated mission and philosophy, and applicable law and regulations.
- Care that is not within the FTHC's scope of services may be provided by Purchased/Referred Care (formerly called Contract Health Services), according to the policies, procedures, rules and regulations that govern the PRC Program and that are in effect at the time care is needed.
- Access protective and advocacy services in cases of abuse or neglect.
- Patients have the right to choose a personal primary provider or other healthcare provider, and to change primary provider or dentist if other qualified providers are available.
- Patients with disabilities or handicaps have a right to equal access to care and facilities.
- Refuse care, treatment and services, to the extent permitted by law. You will be fully informed of possible consequences of such refusal.

Delivering Care that respects the Patient's Preferences, Personal Values, and Belief Systems:

- The FTHC shall ensure that provision of patient care reflects consideration of the patient as an individual with personal value and belief systems that impact upon their attitude toward and response to the care that is provided.
- Receive considerate, compassionate, and respectful care in a safe and secure environment free from all forms of abuse, harassment, neglect and mistreatment.
- Be treated with respect and regard for privacy, individuality, personal values, beliefs, spiritual, and cultural traditions.
- The FTHC will honor the patient's wishes regarding participation in their care by Indian or other native/traditional healers, subject to applicable law and regulations.
- Patients have a right to join in decisions to receive, or not receive, life-sustaining treatment, including care at the end of life.

- Submit an Advanced Directive and appoint someone to make health care decisions for you if you are unable to. If you do not have an Advance Directive, we can provide you with information and help you complete one. All patients' rights apply to the person whom you elect.
- Services provided to neonate, child and adolescent patients shall facilitate the family's and/or guardian's involvement in decision-making throughout the course of treatment.
- Patients have the right to decline to participate in experimental research.
- Express satisfaction regarding services rendered and to comment and make suggestions for improvement of the quality of care and services.
- Patients have the right to lodge complaints or grievances about their care, without fear of retribution. The FTHC will provide information about the policies and procedures regarding the complaint and grievance process, upon request.

Obtaining Informed Participation of the Patient in Decisions regarding their Care:

- This process is based on a partnership with the care providers, to facilitate informed decision-making by the patient or their designated representative(s).
- The patient has the right to information about the risks and benefits of, and alternatives to, the course of treatment and care recommended by their provider, including the risks of non-treatment. The patient must consent before treatment and care are rendered, and that consent must be documented in the patient's health record.
- Patients have the right to information concerning the qualifications and credentials of health care providers.
- Patients have a right to complete information regarding their diagnosis, evaluation, treatment, and prognosis, to the degree known.
- Minors who are 14 or older have the right to consent to health care treatment related to pregnancy, sexually transmitted diseases, behavioral health, and substance abuse. In situations where a minor has the right to provide consent, parental/guardian notification and consent may not be required in accordance with applicable Tribe and/or federal laws.

Ensuring Personal Privacy and Confidentiality of Information:

- Patients have the right:
 - To be interviewed, examined and treated in surroundings designed to give reasonable visual and auditory privacy.
 - To have access to their health record and to have their health record read only by individuals directly involved in their care or by individuals who are monitoring the quality of the patient's care, or by individuals who may read the health record only with the patient's written consent or that of a legally authorized or designated representative.
- Patients also have the rights and responsibilities described in the FTHC's "Notice of Privacy Practices".
- The FTHC must secure the patient's permission to obtain needed medical and personal information.
- Knowing who the patient has designated as their representative decision maker in the event the patient is incapable of understanding a proposed treatment or procedure or is unable to communicate their wishes regarding care. Patients may designate another individual to act on their behalf in the event they become unable to speak for themselves.

PATIENT RESPONSIBILITIES

Patients are partners in their Care and have Certain Responsibilities:

- Patients are responsible for their own wellness and health and are expected to follow treatment plans and participate in decisions involving their health care, except when such participation is not recommended for clinical reasons.
- Come to all appointments drug and alcohol-free or you will be asked to leave.
- Patients are responsible for providing accurate information regarding their health history, medications, past illnesses, and treatments.

- Patients are responsible for providing accurate information regarding their health insurance or other payer source, if applicable.
- Patients are responsible for their own behavior. They are expected to refrain from inappropriate behavior, including verbal abuse (including the use of obscenities or threats), physical abuse, intimidation, or any action that threatens staff, patients, or visitors emotionally or physically.
- Patients shall refrain from any discriminatory conduct, or harassment of FTHC personnel that is based on race, color, national origin, language, religion, sex, sexual orientation, general expression or identify, age disability, citizenship, creed, or other non-medically relevant factors or any other characteristics protected by federal or tribal law.
- Patients are responsible for making and keeping appointments, and for notifying the FTHC, or any outside provider to whom the patient is referred, in a timely manner if an appointment cannot be kept (see Patient Appointment section below).

PATIENT APPOINTMENTS

The FTHC utilizes a standardized process to address the failure of patients to arrive on time for scheduled care appointments, the purpose of which is to maximize the productivity of healthcare services and improve patient access to quality care in a timely manner. Patients must:

- **Arrive at the FTHC at least fifteen (15) minutes prior to their scheduled appointment time; and**
- **Provide at least four (4) hours advance notice of the cancellation of any appointment (no-show).**

Patients arriving ten (10) minutes or more after their appointment time are considered late which will result in one of the following (unless the delay is related to an emergency):

- a. The patient's appointment will be rescheduled for another date;
- b. The patient will be scheduled with another provider in an open appointment slot; or
- c. The patient will be triaged (e.g., by a nursing or dental assistant) to determine the urgency of care; or
- d. If emergent, the patient will be seen immediately; or
- e. If urgent, the patient will be placed as a walk-in and worked in with an available provider on a first come first served basis.

Patients who have three (3) or more no-shows in six months' time are considered excessive and may be put on **Limited Access**. Limited Access means that you will not be allowed to schedule an appointment for 3 months from the date you are put on Limited Access. Individuals on limited access must call the FTHC on the same day as services are needed in order to be added to the schedule (if there is an available opening in the schedule) and will be triaged and the triage staff will determine if the patient needs to be seen that day. We understand there may be times when unforeseen circumstances arise, which missing a scheduled appointment(s) or being unable to cancel within the allotted time. In these instances, please contact our Case Manager/Patient Advocate to discuss whether your situation may qualify for a waiver of this provision. Waivers may be approved for situations such as hospitalization, death in the immediate family, or a weather-related emergency.

PATIENT/CLIENT ACKNOWLEDGEMENT

I hereby certify that I have read all of the provisions regarding my rights and responsibilities as a patient/client of the FTHC, as well as the provisions regarding appointments, and have received a copy of this Patient Rights and Responsibilities. I further certify that I am the patient or legally authorized by the patient to accept the terms of this form, and I know and understand the contents thereof.

SIGN HERE

SIGNATURE OF PATIENT, PARENT, OR LEGAL GUARDIAN

DATE SIGNED