
PATIENT RIGHTS AND RESPONSIBILITIES

The Sacramento Native American Health Center, Inc. is committed to delivering quality healthcare. The following “statement of rights” was developed by Sacramento Native American Health Center, Inc. and is endorsed by the board of directors, administration, health care professionals and staff of this facility.

Our goal is to provide healthcare services that are culturally competent, effective and considerate of the patients we serve, having stated this, we submit these to you as a statement of our policies.

1. A patient has the right to respectful, considerate, dignified care given by competent and qualified personnel.
2. A patient has the right, to be given the name and/or credentials of his/her healthcare professional, the names of all other professionals directly participating in his/her care and the right to change healthcare providers if necessary.
3. A patient has the right to every consideration of his/her privacy concerning his/her own healthcare program. Case discussions, consultation, examination, and treatments are considered confidential.
4. A patient has the right to have all records pertaining to his/her healthcare treated as confidential, and in accordance with HIPAA standards, except as otherwise provided by law, or third party contractual and billing arrangements.
5. A patient has the right to know what rules and regulations apply to his/her conduct as a patient.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. A patient has the right to good quality care and high professional standards that are continually maintained according to Accreditation Association for Ambulatory Healthcare (AAHC) standards.
8. A patient has the right to full information in layman’s terms concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be give on his/her behalf to the patient’s next of kin or other appropriate person, or to a legally authorized individual in summary format.

9. Except for emergencies, the healthcare provider must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient has the right to be advised when they are receiving treatment from a medical resident, student or intern and the patient, or responsible party, must give informed consent prior to evaluation by stated provider(s).
11. Patients have the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. This includes the right to refuse any drugs, treatment, or procedures offered by the facility to the extent permitted by law, and the healthcare provider shall inform the patient of the consequences of the patient's refusal of any drugs, treatments or procedures.
12. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
13. A patient has the right to healthcare services without discrimination based on race, color, religion, sex, sexual preference, national origin, age, or disability.
14. The patient has the right to be free from verbal, emotional, physical abuse and /or inappropriate sexual behavior in a safe, healthful and comfortable environment.
15. This facility shall provide the patient, upon request; access to health information contained in his/her records, unless it is specifically restricted by the attending healthcare provider, or is prohibited by law.
16. A patient has the right to expect that the facility will provide a mechanism whereby he/she is informed prior to or upon discharge of his/her continuing healthcare requirements following discharge and the means for meeting them.
17. A patient has the right to express grievances or suggestions to personnel verbally or in writing. Suggestion/ Complaint forms are located in ALL patient waiting areas throughout the facility and should be directed to the attention of the Compliance Officer.
18. It is your right to be educated and informed of your eligibility for federal and state benefit (insurance) programs. Our staff will assist you in determining which programs are available to assist you with costs associated with your health and related treatment(s).
19. It is your right to choose/change your Preferred Care Provider to meet your needs. Not all providers will be appropriate for all types of care and you may limit your own

ability to choose by signing an independent treatment contract (i.e., chronic pain management, etc.).

20. You have the right to keep a completed Advance Directive on file with SNAHC in order to guide us should you become physically unable to explain your wishes.

Patient Responsibilities

We encourage patients to ask questions.

Sacramento Native American Health Center, Inc. will make every attempt to involve patients in their health care. Patients are given the opportunity to participate in decisions involving their treatment plans, except when such participation is contraindicated for patient safety reasons.

Our staff is available to answer any questions you might have. Every reasonable attempt will be made to accommodate patients even if they request alternate therapies that may not achieve maximum results, but can be compromised on, as long as they are deemed responsible.

1. The facility expects that you will cooperate with all facility personnel, and you are expected to ask any questions if directions and/or procedures are not clearly explained or understood.
2. You are expected to be considerate of other patients and facility personnel and to maintain control of yourself, your family members and children. You are also expected to be respectful of the facility's property and the property of other persons.
3. In order to facilitate your care, you are expected to assist the healthcare providers in their efforts to care for you by following instructions.
4. It is your responsibility to keep all appointments. If you are unable to keep a scheduled appointment, it is your responsibility to notify the Sacramento Native American Health Center at least 24 hours in advance.
5. **Be On Time for Your Appointment.** All staff at the Sacramento Native American Health Center, Inc. would appreciate it if patients would arrive at least 10 minutes prior to their scheduled appointment. When you arrive on time for your appointment, it helps the staff to ensure that all patients are seen on time. If you do arrive late, you may have to be rescheduled for another time or day.
6. It is understood that you assume the financial responsibility of paying for all of your services rendered at the health center. Either through third party payors, such as

private insurance or Medi-Cal, or being personally responsible for any payment of costs inquired, for your treatment (s). In the event that you should require hospitalization, Sacramento Native American Health Center, Inc. is not financially responsible or obligated to pay for your bills regarding your hospitalization.

7. It is expected that you will take any medications that have been prescribed to you, and that you will not complicate or endanger the healing process, by consuming alcoholic beverages or illicit drugs, during or before your visit. In the event that you do take drugs not prescribed by your physician, please be honest, as it is extremely important to your health and safety.
8. It is your responsibility to provide our staff with accurate information regarding your health benefit coverage and employment records; this includes Private Insurance, Medi-Cal, Medicare and employment verification(s) so that you are given the most appropriate health options available for you and your family.
9. It is your responsibility to provide a responsible adult to transport yourself or family member home from the facility and remain with him/her for 24 hours, if required by the provider.

The Sacramento Native American Health Center, Inc. expects that you and your family will provide accurate information about your health history including illnesses, hospitalizations, and medications prescribed, or otherwise, in order to effectively determine a treatment plan that best suits your individual healthcare needs.