



## Patient Rights

As a patient of Winslow Indian Health Care Center, you have rights and responsibilities.

You are treated with respect, consideration, and compassionate care that manages your health conditions. As well as promoting your dignity, privacy, safety and comfort while at the WIHCC.

**Communication** Receive information in a manner that you understand. The right to communicate in the language and manner primarily used by patients, i.e., hearing, speech, sight impaired and cognitive impairment, when necessary interpretation and translation can be given.

**Informed Decision** Receive information about your health and treatment in terms you understand. The right to participate in decisions involving your health care and right to information about services available at WIHCC. Refuse care or medication against medical advice. Refuse to take part in research or clinical trials that may be suggested by your providers.

**Care Planning** Receive medical screening exam to determine treatment. Receive instructions on follow-up care and to participate in your treatment plan. Receive a safe and timely transfer to another facility when WIHCC is not able to meet your needs.

**Care Delivery** Receive care in a safe environment free from any form of abuse, harassment and neglect. Be familiar with the doctors, nurses and other health care staff providing care to you. Request a second opinion by another provider. Receive care free from restraints or seclusion unless necessary to provide medical care. Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

**Advance Directives** Create Advance Directives (legal papers) that allows you to decide what you would want to happen if you are no longer able to make decisions about your care.

**Privacy and Confidentiality** Be interviewed, examined and discuss your care in places to protect your privacy. Be familiar with certain people when they are present and to ask others to leave. Expect all communications and records related to your care to be treated as private. Request and review copies of your medical record unless restricted by law.

**Complaints, Concerns and Questions** You have a right to express your concerns or complaints regarding your health care. Expect a timely response to your complaints and grievances. To share any concerns, please contact the WIHCC Patient Advocate (928)289-8028.

## Patient Responsibilities

As a patient of Winslow Indian Health Care Center, you are responsible to know clinic rules and what we expect of you during your clinic visit. We ask that you:

**Provide Information** As a Patient, you are responsible for providing complete and accurate medical insurance information, i.e., Private Insurance, Medicare and AHCCCS. You are also responsible for providing complete and accurate information on current health conditions, past illnesses, treatment and medications related to your health. Report any conditions that may put you at risk for allergies, etc

**Respect and Consideration** Be considerate and respectful of other patients and medical staff. Threats, violence or harassment of patients and clinic staff will not be tolerated. Comply with the no alcohol/smoke policy. Refrain from illegal activities on WIHCC campus.

**Safety** Be active, and an involved, informed member of your health care team. Ask questions about your plan of care and medication given. Remind staff to verify your identification i.e., date of birth; before receiving medical treatment. Remind caregivers to identify themselves and to wash their hands before providing you care.

**Cooperation** As a patient, you are expected to follow the treatment plan suggested by the providers who care for you. You have a right to change providers/physicians, if other qualified providers are available.

**Refusing Care** If you refuse treatment or plan of care directed by your provider/physician; you, as a Patient are responsible for your actions.

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