

PATIENT RIGHTS & RESPONSIBILITIES



Northern Valley Indian Health
Your Health. Our Mission.

NVIH PATIENT RIGHTS

Every NVIH Patient:

- Has the right to considerate and respectful healthcare.
- Has the right to have their heritage and cultural beliefs respected.
- Can reasonably expect to obtain from the Provider complete and current information of their diagnosis and treatment and prognosis in language terms that the patient can understand. In such cases where it is not medically advisable to give such information to the patient, the information may be made available to the appropriate person on their behalf.
- Has the right to know, by name and title, the staff person responsible for coordination of their healthcare.
- Has the right to every consideration of their privacy and individuality as it relates to their social, religious, ethnic, and psychological well-being.
- Has the right to privacy as it relates to their personal health information.
- Has the right to expect NVIH to make reasonable responses to requests.
- Has the right to obtain information as to the relationship of NVIH to other healthcare and related organizations in so far as their healthcare is concerned.
- Has the right to expect reasonable continuity of care which shall include, but is not limited to, the appointment hours when the Provider is available.
- Has the right to obtain all information necessary to give informed consent prior to start of any treatment or procedure.
- Has the right to refuse treatment to the extent permitted by law, also to be informed of the consequence of his/her action.
- Has the right to examine and receive an explanation of his/her bill regardless of source of payment.
- Has the right to access the grievance process for complaints against the Clinic or its staff.
- Has the right to expect confidentiality of their personal health information.

NVIH PATIENT RESPONSIBILITIES

Every NVIH Patient:

- Is responsible for keeping all appointments that have been made for him/her. If you cannot keep an appointment, notification must be given to the Clinic one-business day in advance.
- Is responsible for being honest and direct with the people caring for him/her. Tell us exactly how you feel about things that are happening to you. Don't hide information.
- Is responsible for following the treatment plan prescribed. It is your responsibility to advise the people treating you whether or not you think you can or want to follow a certain treatment plan.
- Is responsible for reporting any change in his/her health to the person(s) treating him/her.
- Is responsible for understanding his/her healthcare related condition and treatment plan to the best of his/her ability and satisfaction. Understanding your healthcare related problem is often important for the success of the treatment plan. If you do not understand, ask your healthcare provider to further explain.
- A Parent/Legal Guardian is responsible for accompanying a MINOR patient to all healthcare appointments* unless proper consents are obtained from parent for non-parent adult to accompany minor.

* EXCEPTIONS: *As per CA Family Minor Consent Laws.*

Form S0004 Patient Rights & Responsibilities rev: 1/27/15

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NORTHERN VALLEY INDIAN HEALTH
believes that every patient deserves to be
treated with respect, dignity and concern.

Please take a few moments to read the
information in this brochure on NVIH
Patient Rights & Responsibilities.



**NORTHERN VALLEY
INDIAN HEALTH**

*“Excellence in healthcare
services to Native Americans
& all Community Members.”*

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