



## PATIENT CONDUCT AND ACCOUNTABILITY



*All patients of the Osage Nation Wah-Zha-Zhi Health Center are informed about and expected to:*

- Be respectful and considerate by maintaining civil language and conduct in interactions with caregivers and other staff
- Understand that you're responsible for your outcome if you choose not to follow your physician's recommendations; and, that your lifestyle does affect your health
- Provide accurate and complete information regarding your health to the best of your knowledge, including past illnesses, hospitalizations, prescription medications, over-the-counter medications, dietary supplements such as vitamins and herbal medications, allergies or negative reactions experienced with medication in the past, and any other matters related to your health care status
- Accept responsibility for requesting additional information or clarification about your health status, treatment, medications, or plan of care when you don't fully understand
- Effectively communicate to your treatment team any pain management concerns or unexpected changes in your condition, so they can be addressed in a timely manner
- Inform your caregiver(s) if you anticipate any problems in following the prescribed treatment or keeping your appointments
- Follow instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals
- To keep appointments as scheduled and notify the WZZHC within a 24 hour period for cancellation