



## PATIENT RIGHTS AND RESPONSIBILITIES



*All patients of the Osage Nation Wah-Zha-Zhi Health center have the right to:*

- Be treated with consideration, respect, dignity and equality
- Receive upon request the name of the person in charge of your care and qualifications of staff providing your care
- Be provided, to the degree known, information concerning your diagnosis, evaluation, treatment and expected outlook (prognosis) in language you can understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person
- Receive information necessary to give informed consent prior to the treatment
- Be provided the opportunity to participate in the decisions involving your health care such as treatment, discharge or referral planning, except when such participation is contraindicated for medical reasons
- Reasonable attempts made for health care professionals and other staff to communicate in the language or manner primarily used by the patient
- Refuse treatment and to be informed of alternative treatment methods and/or the medical consequences
- Have a second medical opinion, if requested
- Be informed of the right to change providers and the protocol/policy to complete the change
- Be evaluated for the presence of pain. Information about pain and pain relief are available for patient review
- Have the confidentiality of your medical information protected. Privacy and confidentiality of all records pertaining to your treatment except as otherwise provided by law or third party payment contract
- Expect reasonable continuity of care and to be informed of possible continuing healthcare requirements
- Treatment without discrimination
- Access patient complaint procedures and right to file a complaint