

SAULT STE. MARIE TRIBAL HEALTH DIVISION PROGRAMS
PATIENT'S BILL OF RIGHTS

Every patient has the right to:

1. **CONSIDERATE** care that **RESPECTS** the patient's personal values and beliefs.
2. Having a **SAFE** and **SECURE ENVIRONMENT OF CARE**, including the buildings and grounds.
3. Know the **NAMES** and **TITLES** and **CREDENTIALS** of all employees involved in their care.
4. Know the **SERVICES** that are available at Health Division facilities.
5. **COMPLETE** and **CURRENT INFORMATION** concerning your diagnosis, treatment, and prognosis in terms you can be reasonably expected to understand. When it is not advisable to give such information to you directly, the information will be made available to an appropriate person on your behalf.
6. Receive information necessary to give **INFORMED CARE DECISIONS** prior to the start of any procedure and/or treatment, except for emergency situations.
7. Participate in considering **ETHICAL ISSUES** that impact care and participating in **RESOLVING CONFLICTS** about care decisions.
8. **REFUSE TREATMENT** and be informed of the **CONSEQUENCES** of your action.
9. **PRIVACY** consistent with adequate care. This means that case discussions, consultation, examination, treatment, records, and billings are **CONFIDENTIAL** to the extent provided by law or third-party payment contracts.
10. Proper **ASSESSMENT** and **MANAGEMENT** of pain.
11. Reasonable **CONTINUITY OF CARE**. This means that you have the choice to request a change in your primary provider and see the provider that you select.
12. **REFUSE** to participate in **RESEARCH**. Human experimentation affecting care or treatment will be performed only with your informed consent.
13. Information about **FEE SCHEDULES** and **PAYMENT POLICIES** including the right to receive and examine an itemized explanation of your bill.
14. Know the facility's **RULES and REGULATIONS** about patient conduct.
15. **TREATMENT WITHOUT DISCRIMINATION** as to race, color, religion, sex, national origin, source of payment, age, political belief or handicap.
16. A **SMOKE-FREE ENVIRONMENT**.
17. Prompt resolution of **COMPLAINTS**.

I. Patient Client Responsibilities and Conduct

- A. Patients and/or visitors to this facility must comply with the following Rules and Regulations. **If a patient disrupts care, threatens or intimidates staff or other patients ,or destroys Health Division property or other patients property they may be subject to the restriction, limiting, or suspension of their care at Health Division facilities.**
1. Use the appointment system whenever possible. Keep all appointments you make. If you are unable to keep an appointment, call and cancel at least 24 hours before the appointment.
 2. During winter storms, call to confirm that the facility is open before leaving your home. Also listen to your radio for information.
 3. Come at least 15 minutes early for your appointment.
 4. If you have an urgent condition that needs attention, always call the health facility **BEFORE** you come to a facility. Our staff can tell you the best time to come and save you unnecessary waiting time.
 5. Do not park in restricted areas. Only drop off or pick up patients at the main entrance. Park in designated parking areas.
 6. Handicapped parking spaces should only be used by handicapped persons with properly marked vehicles.
 7. Enter the facility only at the main entrance at the front of the building. Do not use any other entrance.
 8. Stay in the designated patient waiting areas until informed where you should go by an employee.
 9. Do not run in any areas of any building.
 10. Children must be supervised by an adult at all times.
 11. Avoid all loud noise. Portable radios are not permitted in any building.
 12. Smoking is prohibited in all areas of each facility.
 13. Consider the rights of other patients, clients, and staff.
 14. Respect other people's and Health Division property.
 15. Conduct yourself in respectful manner.
 16. **Turn off personal cell phones** when receiving care at a Health Division facility.
 17. Do not act in an intimidating or threatening manner towards staff or other patients.
 18. Do not carry or conceal weapons on your person while entering any Health Division facility.

19. Able to provide responsible adult to transport patient home from the facility and remain with him or her for twenty-four hours, if required by his or her provider.

II. For Selected Services:

- A. Patients are expected to pay for products in a timely manner.
 1. Dentures, Eyeglasses, pharmacy co-pays

III. Treatment Issues:

- A. Patients are requested to take an active role in their health care and treatment by:
 1. Providing all complaints, past illnesses, hospitalizations, medications including over-the-counter products and dietary supplements, and allergies or sensitivities.
 2. Being sure you understand your treatment or care. If you do not understand, always ask more questions until you do understand.
 3. Informing your care provider of any changes in your condition or adverse reactions.
 4. Following your treatment plan prescribed by your provider.
 5. Maintaining one physician for assessment and management of pain.
 6. Understanding if you refuse to follow the care provider's treatment plan, YOU are responsible.
 7. Inform your provider about any living will, medical power of attorney, or other advance directive that may affect your care

