



## **Patient Responsibilities**

**To promote positive outcomes and the most efficient use of medical resources, patients must actively participate in their own care and treatment by accepting:**

1. The responsibility to provide full information to health professionals as may be requested.
2. The responsibility to inform the provider if information about a diagnosis or treatment is unclear and to request further information until completely satisfied with the explanation.
3. The responsibility to work with the health care provider to develop an acceptable plan of care and to follow that plan, including medications, life-style changes, tests and follow-up appointments.
4. The responsibility to observe and advise the health care provider if health does not improve as expected, if there are adverse reactions to drugs, or if new symptoms develop.
5. The responsibility to be on time for scheduled appointments, notifying the health care provider when it becomes impossible to keep an appointment.
6. The responsibility to tell the TCC Health Services about any alternate funding resources such as Medicaid, Medicare, or health insurance available to pay for the care and to cooperate in applying for and obtaining those alternate resources.
7. The responsibility to arrange transportation to appointments and for lodging and food when traveling to another village/city for health care. It is important for village residents to contact their Health Aide or contact CAIHC Contract Health for information.
8. The responsibility to pay for travel and health services by private providers unless prior funding authorization has been obtained from TCC or other payors, such as Medicaid, VA, CHAMPUS, private insurance, etc.
9. The responsibility to treat health care providers and staff with courtesy and respect.
10. The responsibility to make suggestions for improving services.
11. The responsibilities to complain when you feel you are being treated inadequately and to work toward a reasonable resolution of the complaint.
12. The responsibility as a patient to ask your health care provider what to expect regarding pain and pain management, discuss pain relief options, develop a pain management plan, ask for pain relief when pain first begins, help to assess your pain if your pain is not relieved, and discuss any worries you have about taking pain medication.

## **Patient Rights**

**All patients are entitled to:**

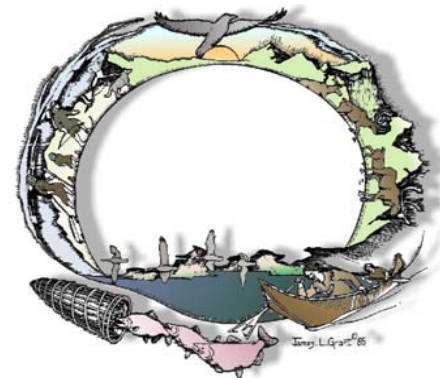
1. The right to be treated with respect, consideration, and dignity.
2. The right to receive preventive and curative services which are based on current standards of care and knowledge in a manner which is responsive to the patient's cultural, emotional, social and spiritual needs.
3. The right to participate in decisions involving their health care.
4. The right to a full explanation and understanding of the diagnosis, the nature and purpose of all proposed treatments, prescribed drugs or diagnostic procedures. This includes: risks, side effects, probable outcomes, reasonable alternatives and the consequences of no treatment. TCC or another agency will provide a language interpreter when necessary.
5. The right to consent to or refuse any procedure, test, or treatment (to the extent permitted by law) and be informed of the probable consequences of this action. TCC will assist patients who request assistance in the development of Advance Directives and completion of Living Wills.
6. The right to consult with a health care provider about emergency conditions and to receive treatment in a timely manner.
7. The right to know the name, professional training and license of personnel involved in their care and treatment.
8. The right to choose a health care provider for appointments at CAIHC, Eye Clinic, Dental Clinic, and the Mental Health & Alcohol Programs. And, the right to prior notification if the scheduled provider is unavailable at the time of the appointment.
9. The right to a second opinion upon request in cases of major surgery or when a patient is not responding to treatment.
10. The right to review all records pertaining to their care in the presence of a health care provider.
11. The right to expect privacy and confidentiality for all services, information, and records, except when released by your written consent, or by court order or by judicial requirement. Federal guidelines will be followed for confidentiality of drug and alcohol abuse patient records.
12. The right to information about pain and pain relief measures; health professionals committed to state-of-the-art pain management, who will address reports of pain.

# Patient Rights and Responsibilities

TANANA CHIEFS CONFERENCE

## Health Services

201 First Avenue, Suite 300  
Fairbanks, AK 99701  
452-8251, Ext. 3143  
1-800-478-7822, Ext. 3143



## VISION

~Healthy People Across Generations~

## MISSION STATEMENT

~TCC Health Services, *In Partnership With Those We serve*, Promotes And Enhances  
Spiritual, Physical, Mental And Emotional Wellness Through Education,  
Prevention And The Delivery Of Quality Services~