

Rights of Patients & Clients

All Patients and Clients of Tanana Chiefs Conference (TCC) are Entitled to the Right to:

- Be treated with respect, consideration, and dignity.
- Receive safe care and services without restrictions of rights.
- 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.
- Participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. This includes input formulating, evaluating, and periodically reviewing the written treatment plan.
- A full explanation and understanding of the diagnosis, evaluation, nature and purpose of all proposed treatment, prognosis, prescribed drugs or diagnostic procedures. This includes: risks, side effects, probable outcomes, reasonable alternatives, and the consequences of no treatment. When it is medically inadvisable to give such information to the patient or client, the information is provided to a person designated by the patient/client or to a legally authorized person. TCC or another agency will provide a language interpreter when necessary.
- Informed consent to, refusal, or expression of choice regarding any procedure, service delivery, test, concurrent services, composition of the service delivery team, and treatment (to the extent permitted by law) and to be informed of the probable consequences of this action. TCC will assist patients/clients who request assistance in the development of Advance Directives, completion of Living Wills, and other legal rights.
- A second opinion, in accordance with TCC Health Services "Second Opinion" policy.
- Consult with a health care provider about emergency conditions and to receive treatment in a timely manner.
- Know the name, professional training, and license of personnel involved in their care and treatment.
- Choose a health care provider for appointments at TCC's Medical Clinics, Eye Clinic, Dental Clinic, and Behavioral Health Division; and the right to prior notification if the scheduled provider is unavailable at the time of appointment.
- Review all records pertaining to their care in the presence of a health care provider, except when contraindicated for medical or therapeutic reasons.
- Expect privacy and confidentiality for all services, information, and records, except when released by the patient or client, by court order or by judicial requirement. Federal guidelines will be followed for confidentiality of drug and alcohol use records.
- Information about pain and pain relief measures; health professionals committed to state-of-the-art pain management, who will address reports of pain.
- Change their provider if other qualified providers are available, except when contraindicated for medical or therapeutic reasons.
- Refuse participation in research activities.
- Freedom from abuse, financial, or other exploitation, retaliation, humiliation, discrimination and neglect.

Contact Information to File a Complaint or Grievance:

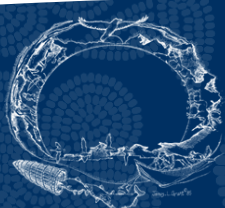
Medical Services

- Patient Experience • Chief Andrew Isaac Health Center • 1717 West Cowles Street • Fairbanks, AK 99701 • 907.451.6682 x1918 • patientconcerns@tananachiefs.org
- Accreditation Association for Ambulatory Health Care • 5250 Old Orchard Road, Suite 200 • Skokie, IL 60077 • 847.853.6060 • Fax: 847.853.9028 • Feedback@aaahc.org • <http://www.aaahc.org/en/my-care/Feedback-about-an-accredited-organization/>
- State Medical Board • State of Alaska/DCCED Division of Corporations Business and Professional Licensing Investigations • Section 550 • West 7th Avenue, Suite 1500 • Anchorage, AK 99501 • 907.269.8437 • Fax: 907. 269.8195 • license@alaska.gov • <https://www.commerce.alaska.gov/web/cbpl/Investigations.aspx>

Behavioral Health Services

- Commission on Accreditation of Rehabilitation Facilities (CARF) • 6951 East Southpoint Road • Tucson, AZ 85756 • Tel: 866.510.2273 or 866.510.CARF • Fax: 520.318.1129 • feedback@carf.org • http://www.carf.org/How_to_submit_feedback_and_resolve_a_complaint/

All allegations of patient abuse by staff must be investigated immediately.
Patient abuse witnessed by staff or visitors must be reported to Security and appropriate authorities immediately.
For allegations of patient abuse by staff not witnessed, consult with TCC Risk Management as appropriate.



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Responsibilities of Patients & Clients

To Promote Positive Outcomes and the Most Efficient Use of Medical Resources, Patients and Clients Must Actively Participate in Their Care and Treatment by Accepting the Responsibility to:

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- Adhere to any applicable infectious disease or public health protocols Tanana Chiefs Conference (TCC) has in place.
 - Provide complete demographics and accurate information to the best of their ability about their health, any medications (including over the counter products and dietary supplements), and any allergies or sensitivities.
 - Inform the provider about any care received outside the facility, and to ensure all records are sent to the provider for inclusion into the medical record.
 - Inform the provider of information about a diagnosis or treatment is unclear and to request further information until completely satisfied with the explanation.
 - Work with the health care provider to develop an acceptable plan of care and to follow that plan, including medications, lifestyle changes, tests, and follow-up appointments.
 - Observe and advise the health care provider if their health does not improve as expected, if there are adverse reactions to drugs, or if new symptoms develop.
 - Be on time for scheduled appointments, notifying the health care provider when unable to keep an appointment.
 - Tell TCC Health Services about any alternate funding resources such as Medicaid, Medicare, or health insurance available to pay for their care and to cooperate in applying for and obtaining alternate resources.
 - Arrange transportation to appointments for lodging and food when traveling to another village/city for health care. It is the responsibility of village residents to contact Health Aide or contact Purchased and Referred Care for information.
 - Pay for travel and health services by private providers unless prior funding authorization has been obtained from TCC or other payers, such as Medicaid, VA, Tri-care, private insurance, etc.
 - Treat health care providers and staff with courtesy and respect.
 - Make suggestions for improving services.
 - Complain when they feel they are being treated improperly and to work toward a reasonable resolution of the complaint.
 - Ask their 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 their pain if it is not relieved, and discuss any worries they have about taking pain medication.
 - Provide a responsible adult to escort/transport them home from care appointments and remain with them for 24 hours, if required by their provider.
 - Inform TCC about Living Will, Medical Power of Attorney, Adult Guardianship or other Directive that could affect their care.
 - Request and receive access to or referral to legal entities for appropriate representation, self-help, support services, and/or advocacy support services.



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