
INDIAN HEALTH CARE

RESOURCE CENTER OF TULSA

Rights of Patients

The Indian Health Care Resource Center and the Board of Trustees believe that good physical and mental health care requires respect and understanding between the patients and the staff. Your rights as a patient include:

- **Respect** – You have the right to be treated with respect, consideration and dignity. You have a right to be supported in a manner that enables you to be as healthy, self-sufficient and functional as possible.
- **Confidentiality** – You have the right to have all matters treated with confidentiality. Your medical records will not be released without your written consent, unless otherwise required by law.
- **Information** – You have the right to information about your health, diagnosis, evaluation and treatment plan. You have a right to clearly understand all information that is provided to you, including information on the availability of services, after hours and emergency care, fees for services and payment policies.
- **Participation** – You have the right to information in decisions involving your care, unless it is not appropriate due to medical reasons. When it is medically inadvisable to give such information to a patient, the information will be provided to a person designated by the patient or to a legally authorized person.
- **Choice** – You have a right to accept or refuse treatment to the extent permitted by law. You have the right to refuse to participate in experimental research. Patients have the right to change care gives.
- **Service** – You have a right to quality care. Our facility does not provide after-hours care or emergency care. If you need emergency care, you should go to the nearest emergency care medical facility.
- **Suggestion and Grievances** – You have the right to make suggestions and to express any grievances or complaints and to expect a reply to any complaint within a reasonable time.
- **Billing for Service** – Most services are provided on a sliding fee scale, based on your income and family size. SoonerCare, Medicaid, Medicare and private insurance are accepted for payment.

Responsibilities of Patients

Patients have responsibilities. **As a patient, parent or guardian, you have the following responsibilities:**

- **Respect** – To be considerate and respectful to the staff, other patients and the property of the health center.
- **Information** – To provide up-to-date information on your household, health condition, medications, current treatments and other health providers and clinics that you are using.
- **Appointments** – To make and keep appointments. If you are unable to keep an appointment, please call to reschedule your appointment, so that another patient may be scheduled in your place.
- **Participation** – To be an active participant in your care. You are responsible for following your treatment plan. Ask questions if you are unclear about the instructions that you are given.