



Patient Bill of Rights

Your rights and responsibilities as a patient

Billings Urban Indian Health and Wellness Center (BUIHWC) is committed to providing you with high quality care that is fair and geared to the needs of you and your family. Our goal is excellence in every area, with all of our services. We want each of our patients to know their rights and responsibilities, to make good choices in order to become healthier and stay that way, and to have good relationships with our providers. We consider you a partner in your own health care. When you stay informed, take part in treatment decisions and communicate well with your provider, you help make your own care the best it can be.

As a client of BUIHWC you have these RIGHTS:

- To receive excellent care with the highest standards, whether or not you can afford our services.
- To receive services without discrimination because of your race or ethnicity, your national origin, your gender, age, or religion, your sexual orientation or preference, your marriage status, your income, or any physical or mental disability whatsoever.
- To always be treated with courtesy and respect by our entire staff, protecting your dignity and privacy.
- To understand the procedures we follow which protect your private health information.
- To expect all your medical records to be kept private unless you give us written permission to share them, or if your records are ordered by a court, or when the law requires us to do so.
- To receive your medical records when you request them (or when you request a legal guardian to receive them) and to request that we make changes to them.
- To know the name and qualifications of everyone involved in your health care and to be told how to reach them.
- To ask for a different provider if you would like someone besides the provider we assign to you. We will try to fulfill those requests, but we can't guarantee it will be possible to make a change.
- To receive a complete, correct explanation of any diagnosis, treatment, prognosis or suggested treatment along with alternatives (including no treatment) and the possible outcomes. You have the right to expect this information in a culturally sensitive way that you can understand.
- To be told about support services, like education or help with finding an insurance plan.
- To be told all you need to know to participate fully in making choices about your health care so you can give "Informed Consent" before any procedure (except in emergencies). If you can't participate fully, you have the right to be represented by parents, guardians or other go-betweens.
- To ask questions at any time before, during or after receiving services about any diagnosis, treatment, prognosis or treatment plan; to know the alternatives and risks, and to get clear, simple answers.
- To refuse any treatment (except when it's illegal), to tell us your preferences about any future treatments and be informed of the alternatives, and of what might happen if you refuse treatment. If you do refuse treatment, there might be times when BUIHWC would be required by law to tell the authorities.
- To seek a different medical opinion before any procedure.
- To be told if any treatment is for research or if it's experimental, and to have the chance to give "Informed Consent" before any research or experiment starts (unless you've given up that consent).
- To make "advance directives" (which are instructions for us to follow in case you can't tell anyone what you prefer) and to be sure that everyone at BUIHWC will follow your directives according to the law.
- To choose a surrogate, or substitute, to make health care decisions if you can't do so for yourself.
- To ask for and be given information about your financial responsibility for our services.

"To create a model of premier health and wellness services; increasing life expectancy through accessible, culturally appropriate health care."



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Your rights and responsibilities as a patient

- To receive a copy of your specific charges with an explanation, and a detailed description of anything we are charging to your insurance.
- To ask for whatever help you need to understand or follow our procedures, to get health care or other services, to participate in treatment or take care of your bill by contacting us (see below).
- To file a grievance or complaint about BUIHWC staff without fear of discrimination or revenge, and to have it handled fairly, efficiently, and quickly.

As a patient of BUIHWC you have the following RESPONSIBILITIES:

- To give us accurate personal, financial, medical and insurance information (including current treatments and medications) before getting services from BUIHWC and our providers.
- To follow all our rules and procedures which are displayed in our facility.
- To always be polite and respectful to all BUIHWC staff and patients, including protecting the privacy and dignity of other patients.
- To never use abusive, harmful, threatening or rude conduct toward BUIHWC staff or patients.
- To supervise your children while at BUIHWC.
- To never carry any type of weapons or explosives into BUIHWC facilities.
- To keep all your scheduled appointments and to arrive on time.
- To notify us at least 24 hours (or as soon as possible) before a scheduled appointment that you can't keep.
- To follow the treatment plan recommended by your health care provider as much as you possibly can, and to work with them to get the results you want.
- To inform your providers of any changes or reactions to your medication or to your treatment.
- To ask questions if you don't understand anything your provider informs you about, including your diagnosis, treatment plan or prognosis, or the risks or benefits of any of them.
- If you choose to refuse treatment, you'll need to explain your reasons to your provider; if you can't follow a treatment plan, you'll need to explain what you need or want in order to do so.
- To tell your provider about any changes or reactions you have to prescribed medication or treatment plan.
- To understand your own health benefits (like insurance) and to know what kind of exclusions, deductibles, co-payments and treatment costs you're responsible for.
- When you receive a bill, to make a good faith effort to meet your obligations, including paying on time.
- To tell us about any concerns or problems with our staff or with our services.
- To use all our services (including the complaint procedure) responsibly, courteously and according to our guidelines. We will always remain committed to treating everyone in a fair and efficient manner.

If you have any questions or concerns or concerns about this Bill of Rights please contact our CEO:

Billings Urban Indian Health and Wellness Center
1230 N. 30th St.
Billings, MT 59101
406.534.4558

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