

**AMERICAN INDIAN HEALTH SERVICE OF CHICAGO
4326 W. MONTROSE AVENUE
CHICAGO, IL 60641**

**PATIENT'S BILL OF RIGHTS
POLICY**

POLICY STATEMENT:

The Board of Directors of the American Indian Health Service of Chicago, Inc. (AIHSC) believe that the protection and support of the basic human rights of freedom of expression, decision and action are important to the healing and well-being of our patients. We, therefore, strive to treat our patients with respect and dignity.

PURPOSE:

Pursuant to the provisions of the Indian Health Care Improvement Act, Title V, the American Indian Health Service of Chicago, Inc. (the "AIHSC") Board of Directors initiated a culturally sensitive health program making health care accessible to eligible American Indians. The program's primary focus is to offering physical and mental health care to eligible American Indian patients and clients residing in the city of Chicago.

POLICY:

The AIHSC's medical and behavioral health clinics have established guidelines to protect the rights of patients and clients and to inform them of their rights, as well as responsibilities. As further assurance to patients and client, copies of the Patient's Bill of Rights and Responsibilities are posted in prominent areas throughout the medical and behavioral health clinics. Brochures and patient handbooks also contain patient's rights.

Patient's Bill of Rights and Responsibilities

Patients and clients have the right to:

- Treatment that is considerate, safe, dignified, and respectful.
- Complete information concerning diagnosis, treatment, evaluation, and prognosis from their physician in terms they can understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
- Appropriate privacy.
- Receive from their physician/counselor the necessary information to enable them to give informed consent prior to any treatment or procedure.
- Have the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Refuse to participate in experimental research.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such action.
- Expect that all communications, patient disclosures, and records are confidential and except when required by law, be given the opportunity to approve or refuse their release.
- Examine and receive an explanation of their financial obligation regardless of who pays it.
- View fees or cost for services upon request.
- Review the payment policy brochure.
- Receive medically necessary treatment without discrimination based on race, color, creed, religion, national origin, gender, sexual orientation, disability, age, or marital status.

- Know the identity and professional status of individuals providing services and to know the physician/counselor who has primary responsibility for their care.
- Be informed of their right to change primary or specialty physician/counselor if other qualified physicians/counselors are available.
- Consult with a specialist at the patients' request.
- Be informed of the need to be referred to another facility or specialty.
- Expect reasonable continuity of care.
- Be assured that advertising regarding the competence and capabilities of the AIHSC's clinic is not misleading.
- Be given the opportunity to express suggestions and grievances.

Patients and clients are responsible for:

- Providing the AIHSC clinics with an accurate past and present medical history regarding present complaints, past illness, hospitalizations, surgeries, existence of advanced directives, medications, allergies, and other pertinent data.
- Showing behavior that is respectful and considerate to other patients, families, visitors, and personnel of the AIHSC clinics.
- Participating in their treatment.
- Informing their health care provider or physician/counselor immediately if they don't understand instructions or if they do not believe they will be able to follow such instructions.
- Notifying their care provider or physician/counselor about any changes in their condition.
- Accepting the consequences of their actions if they refuse or do not participate in their recommended treatment plan.
- Keeping their scheduled appointment times, and, if unable to keep the appointment time, advising the AIHSC clinics as soon as possible.
- Observing safety regulations and policies.
- Assuring that their financial obligations are fulfilled as promptly as possible.
- Keeping the AIHSC facility smoke free.