



# Tuolumne Me-Wuk Indian Health Center

## Patient's Rights and Responsibility

### You, the patient, have the right to:

- Respectful Treatment Medical/Dental care without regard to race, culture, national origin, gender, age, or disability, and to have your personal individuality respected.
- Be treated with kindness and respect by all staff members.
- Prompt, considerate, and quality medical/dental care. Participation in Decision Making
- Know the name of the provider or nurse/assistant responsible for your care while in our office.
- To receive information about your condition, treatment, and expected outcome as well as your personal right to accept or refuse medical treatment.
- Make treatment decisions that respect your personal needs and life situation. Privacy and confidentiality of all records and communications concerning your treatment to the extent provided by law.
- View or request a copy of your medical record. Financial Information
- Ask for information regarding financial assistance with your account.
- Speak with a patient account specialist regarding your bill.
- Obtain a copy of your itemized bill and have it explained to you.
- To file a complaint or grievance

### You, the patient, have a responsibility to:

- Be respectful and considerate of staff members as well as other patients.
- Provide staff with necessary medical/dental and personal history that may affect your treatment.
- Participate actively in your own care, cooperating with and following directions of TMWIHC clinical staff.
- Communicate to clinical staff your inability or refusal to follow the treatment plan recommended for you.
- Make sure that staff has the correct insurance billing information and that a copy of your card is available to them for reference.
- Pay co-payments at the time of the visit or other bills upon receipt.
- Keep all scheduled appointments.
- Call 24 hours in advance to cancel or reschedule appointments that you cannot keep.
- Refrain from smoking and cell phone use while in our facility
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To file a formal complaint or grievance about the safety or quality of care you received in our office via email to:

QAPI@tmwihc.org or call (209-770-2009 or submit a written letter to: Tuolumne Me-Wuk Indian Health Center Administration Building, 905 Mono Way, Sonora CA, 95370 Atten: Compliance Office