

Patient Rights and Responsibilities

As a patient, you have a right to:

- Quality care provided by competent personnel in a considerate, respectful, and safe environment
- Confidentiality and personal privacy
- Make informed decisions about your care, including requesting or refusing treatment
- Actively participate in decision making and in developing and implementing your treatment, plan of care, discharge plan, and pain management plan
- Access your medical records
- Be free from seclusion and restraints, unless medically necessary
- Be free from discrimination, abuse, or harassment
- Formulate an advance directive
- Appoint a personal representative of your choice
- Receive a complete explanation of our charges and your bill
- Consult with another physician or request transfer to another facility
- Voice complaints without fear of reprisal and receive a timely response to your complaints
 - To voice a complaint related to your care, call **(406) 322-1000**
 - You can also contact:
 - Mountain Pacific Quality Health Foundation **1-800-497-8232**
 - Montana Department of Public Health and Human Services: **(406) 444-2037** or **www.dphhs.mt.gov/qad**
 - U.S. Department of Health and Human Services **1-800-633-4227**

As a patient, you are responsible to:

- Share complete and accurate medical history and information
- Cooperate in your care and ask questions if you do not understand
- Actively participate in your care and follow instructions and medical orders
- Respect the needs, rights and property of other patients, family members and care givers
- Have family members or personal representatives authorize care if you are unable to communicate
- Take only the drugs prescribed by your health care team and promote the healing process by refraining from alcohol or toxic substances during your care
- Know the extent of your insurance coverage and insurance requirements such as pre-authorization, deductibles, and co-payments
- Meet your financial obligations

Five Steps to Safer Health Care

- 1** Ask questions if you have doubts or concerns.
- 2** Keep and bring a list of ALL the medicines you take.
- 3** Get the results of any test or procedure.
- 4** Talk to your doctor about which hospital is best for your health needs.
- 5** Make sure you understand what will happen if you need surgery.

U.S. Department of Health & Human Services in partnership with the American Hospital Association and the American Medical Association

Non-Discrimination

Stillwater Billings Clinic is a not-for-profit health care organization committed to providing care to all persons regardless of race, creed, color, gender, age, national origin, disability, sexual orientation, or gender identity/expression. We accept persons covered by Medicaid or Medicare and we offer substantial charity care and financial assistance to those in financial need.

- If this facility provides emergency services, it must not deny those services to a person who needs them but cannot pay for them.

If you believe you have been discriminated against by Stillwater Billings Clinic, contact Administration at **322-1000** or the Office for Civil Rights at **1-800-368-1019**, **TDD 1-800-537-7697**, or **www.hhs.gov/ocr**.

This information available in Spanish upon request. Solicite la versión en español de esta información.

For a detailed listing of your patient rights and responsibilities or to have a version provided in Spanish, please request this from a member of our staff.

