



Spirit Lake Health Center

Patient Rights & Responsibilities

Spirit Lake Health Center Here to Serve the Native American Community

Patients have the right to:

- Reasonable response to request for treatment or services.
- Considerate and respectful care including consideration of psychosocial, spiritual or cultural concerns.
- Information about your rights, availability, and how to obtain services, patients responsibilities, and grievance procedures.
- Participate in discussion of ethical issues that arise in the course of your care.
- Be informed and consent to or refuse participation in research and/or educational; projects.
- Have your health information to be treated confidentially; and except as required by law approve or refuse the release of your health records.
- Receive care in a safe and secure environment.
- Organ Donation and to formulate Advanced Directive.
- Be provided with complete information including your diagnosis, evaluation, treatment and prognosis to the degree this information is known.
- Change your medical provider, if another provider is available.
- File complaints and grievances, as well as suggestions.
- Your guardian, next of kin, or legally authorized responsible person retains all rights if you are incapacitated.
- Interpreters are available on request.

Patients Responsibilities:

- Show mutual consideration for those who are providing medical care.
- Provide to the best of your knowledge, accurate and complete information regarding your medical history.
- Ask questions about those diagnoses, procedures and treatment if you do not fully understand.
- Follow the treatment plan recommended including medication, diet, and personal habits, which affect health, or assume the responsibility for failure to do so.
- Report changes in your condition to your provider.
- Keep appointments or notify the clinic if unable to do so.
- Observe all hospital and clinic regulations that are designed for the comfort and safety of all patients and staff, such as fire, safety, noise, and infection control regulations.
- Inform hospital personal at the time of admissions if you have an Advanced Directive (living will or durable power of attorney for health care), and provide a copy to be included in your medical file.

Spirit Lake Health Center wishes to promote open communication regarding your visit. If at any time during your visit you have an unsolved concern or complaint please contact the Director of Nursing. You may also contact Performance Improvement Coordinator during regular business hours @ 701.766.1600 ext. 1133001. SLHC will investigate and resolve each patient's complaint/grievance within a reasonable time frame. You have the right to contact the following agencies regarding complaint/grievance or to file an appeal.

North Dakota Department of Health
600 East Boulevard Avenue
Bismarck, ND 58505-0200
701.328.2352

Accreditation Association for Ambulatory Health Care
5250 Old Orchard Road, Suite 200
Skokie, IL 60077
Tel: 847.853.6060
Fax: 847.853.9028
Email: info@aaaahc.org