As a patient, you or your legally responsible party, have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity, or who will pay your bill. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within MCNDH services, its stated mission, and required law and regulation.

Y ou have the right to:
- Create advance directives, which are legal papers that allow you to express your wishes about future care. You are responsible for paying for the health care that you receive as promptly as possible.
- Comply with the MCNDH’s tobacco free policy.
- Refrain from engaging in any activity illegal on MCNDH property. If such activity occurs, the MCNDH will report it to the proper authorities.

**MCNDH Bills**
You have the right to:
- Review, obtain, request, and receive a detailed explanation of your charges and bills.
- Receive information and counseling on ways to help pay for the bill.
- Request information about any business or financial arrangements that may impact your care.

**Complaints, Concerns, and Questions**
You and your family/guardian have the right to:
- Tell MCNDH staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the MCNDH. Complaints or grievances may be made in writing, by phone, or in person. The MCNDH has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with MCNDH, please contact the MCNDH Patient Advocate.

You may contact the Muscogee (Creek) Nation Department of Health (MCNDH) Patient Advocate Office at:

ATTN: Patient Advocate
P.O. Box 400
Okmulgee, OK 74447
Phone: (918) 756-0310
You may also contact:

- Oklahoma State Department of Health (OSDH)
  1000 NE 10th
  Oklahoma City, OK 73117
- Centers for Medicare and Medicaid Services
  7500 Security Boulevard
  Baltimore, Maryland 21244-1850
- KEPRO Quality Improvement Organization
  Rock Run Center, Suite 100
  5700 Lombardo Center Dr.
  Seven Hills, OH 44131

**Safety**
As a patient, family member, or guardian, we ask that you:
- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood products are administered, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask MCNDH staff to identify themselves prior to providing care.

**Refusing Care**
As a patient:
- You are responsible for your actions if you refuse care or do not follow care instructions.
- You are expected to follow the care plans suggested by the health care professionals caring for you. You should work with your health care professionals to develop a plan that you will be able to follow.