



Patient Rights & Responsibilities

As a patient of Muscogee (Creek) Nation Department of Health (MCNDH) or as a family member or guardian of a patient, we want you to know the rights you have under federal and state law as soon as possible. We are committed to honoring your rights and want you to know that by taking an active role in your health care, you can help MCNDH meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

Your Rights

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.

• Communication

You have the right to:

- Have a family member, another person that you choose, or your doctor notified when you are admitted to MCNDH.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

• Informed Decisions

You have the right to:

- Receive information about your current health care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Expect MCNDH to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in donor programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate.

• Visitation

You have the right to:

- Decide if you want visitors or not while you are here. The MCNDH may need to limit visitors to better care for you or other patients.
- Designate those persons who can visit you. These individuals do not need to be legally related to you.
- Designate a support person who may determine who can visit you if you become incapacitated.

• Advance Directives

You have the right to:

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have MCNDH staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as, deciding against, withholding, or withdrawing life-sustaining care.

• Care Planning

You have the right to:

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive at MCNDH.
- Receive instructions on follow-up care and participate in decisions about your plan of care.
- Receive a prompt and safe transfer to the care of others when MCNDH is not able to meet your request or need for care or service.

• Care Delivery

You have the right to:

- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Request a consultation by another health care provider.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care based on professional standards that are continually maintained and reviewed.

• Privacy and Confidentiality

You have the right to:

- Limit who knows about the services you receive at MCNDH.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

• 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 facility Administration.

You may contact the
Muscogee (Creek) Nation
Department of Health (MCNDH):

Eufaula: (918) 689-2547
Okmulgee: (918) 591-5700
Okemah: (918) 623-1424
MCNMC: (918) 756-4233
COCH: (918) 233-9550

Koweta: (918) 279 -3200
Sapulpa: (918) 224-9310
Wetumka: (405) 452-1300
CNCH: (918) 623-1424
Muscogee HRC: (918) 300-1320

You may also contact:

Centers for Medicare and Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850

Acentra Health Quality Improvement Organization
5201 West Kennedy Blvd, Suite 900 Tampa, FL 33609
Phone: 888-315-0636

DNV Healthcare Attn: Complaints
4435 Aicholtz Road, Suite 900 Cincinnati, OH 45245
Phone: 866-496-9647
Email: hospitalcomplaint@dnv.com

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor, nurse, or health administrator. You will receive a personal response.

Your Responsibilities

As a patient, family member, or guardian, you have the right to know MCNDH policy and procedures.

• Provide Information

As a patient, family member, or guardian, we ask that you:

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.

• Respect and Consideration

As a patient, family member, or guardian, we ask that you:

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and MCNDH staff will not be tolerated.
- Comply with the MCNDH's tobacco free policy.
- Refrain from conducting any illegal activity on MCNDH property. If such activity occurs, the MCNDH will report it to the proper authorities.

• 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.
- Ask questions if you are concerned about your health or safety.
- 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.

• Charges

As a patient:

- You are responsible for paying for the health care that you receive as promptly as possible.

• Cooperation

As a patient:

- 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.

