

# Klamath Tribal Health & Family Services



## Patient Handbook



Revised 10/08/2018

**WELCOME!** Thank you for choosing Klamath Tribal Health & Family Services (KTHFS) as your primary healthcare provider. We look forward to helping you achieve your healthcare goals. Whether you wish to be seen for sick care, a routine physical exam, or need one-on-one help managing diabetes or depression—you will find our services are top quality. We take pride in offering a wide variety of quality, culturally-relevant healthcare programs designed for patients of all ages.

Location	Services	Hours of Operation
<p><b>KTHFS Wellness Center</b> 330 Chiloquin Boulevard Chiloquin, OR 97624</p> <p><b>Tel: (541) 882-1487</b> Fax: (541) 783-3273</p>	<ul style="list-style-type: none"> <li>• Medical Clinic</li> <li>• Dental Clinic</li> <li>• Pharmacy</li> </ul>	<p><b>M-F, 7:30 am – 4:30 pm</b> Walk-ins, 8:00 am – 3:30 pm</p> <p><b>M-F, 7:45 am – 4:00 pm</b> Walk-ins, 7:30 am – 4:00 pm</p> <p><b>M-F, 7:30 am – 5:00 pm</b></p> <p>Open during lunch; On the first Wednesday of each month, the Wellness Center is open 9:30 am – 4:00 pm</p>
<p><b>Youth &amp; Family Guidance Center</b> 635 Main Street Klamath Falls, OR 97601</p> <p><b>Tel: (541) 884-1481</b> Fax: (541) 884-1851</p>	<ul style="list-style-type: none"> <li>• Behavioral Health Clinic</li> <li>• Prevention activities for youth and families</li> </ul>	<p>Monday - Friday 8:30 am—5:00 pm</p> <p>Open during lunch (12-1 p.m.)</p>
<p><b>KTHFS Administration Bldg.</b> 3949 S. 6<sup>th</sup> Street Klamath Falls, OR 97603</p> <p><b>Tel: (541) 882-1487</b> Fax: (541) 882-1670 <b>PRC Fax: (541)883-7501</b></p>	<ul style="list-style-type: none"> <li>• Purchased/Referred Care</li> <li>• Car Seat Program</li> <li>• Exercise Room</li> <li>• Community Health Program</li> <li>• Patient Benefits Services</li> <li>• Transportation Services</li> </ul>	<p>Monday - Friday 8:00 am – 5:00 pm</p>

## My Integrated Care Team:

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Medical Provider:

Nurse Case Manager:

Medical Assistant:

Dentist & Dental Hygienist:

Behavioral Health Counselor:

Purchased/Referred Care Contact:

Patient Benefits Coordinator:

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## Consider using this table for “My Medications”:

Be sure to include the names of all prescription and “over the counter” medications (such as aspirin or ibuprofen) as well as dietary supplements such as vitamins, minerals, or herbs.

Medication Name	Directions	Reason for use	Prescriber
Example: Vitamin D	1000 I.U., daily	Bone health	

## Allergies or special instructions:

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### Eligibility / Becoming a Patient

American Indians/Alaska Natives from federally recognized tribes are eligible for direct services. Direct Services include services provided by Klamath Tribal Health & Family Services that are available on-site, unless otherwise noted. New patients must submit a Patient Registration Packet and copies of required documentation. For more information, please contact the Patient Registration Department or check out our website: [www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)

### Appointments

We encourage you to make appointments for services to help us prepare for your visit. To schedule an appointment, please call **(541)882-1487**. Every time you arrive for an appointment, you will be asked to update your patient registration information (e.g., address, telephone number, health insurance status, etc.).

### Walk-in Clinic

Walk-in Clinic services are available **Monday-Friday from 8 a.m. to 3:30 p.m.** for acute-care conditions. We will do our best to accommodate our established patients for sick care. Please see page seven (7) for answers to frequently asked questions about Walk-in Clinic services.

### Appointment Cancellations

If you cannot make your scheduled appointment, please let us know 24 hours ahead of time or as soon as possible by calling (541)882-1487 or (541)884-1841 for Behavioral Health. Please leave a detailed message on our confidential General Voice Mailbox if you are calling after regular business hours.

### Transportation

Non-emergency transportation services are offered by appointment only. Please call us to schedule a ride: (541)882-1847 ext. 248. Priority groups include: elders, dialysis and cancer treatment patients, disabled individuals, and children. We are happy to transport young children; however, they must remain accompanied by an adult during the entire duration of the appointment. Food and/or beverages (especially alcohol) are not permitted on KTHFS/GSA vehicles. Under no situation will an intoxicated individual be transported.

### After Hours Coverage

KTHFS offers **clinical advice** to you after regular business hours and on weekends, call (541)882-1487. Calls are answered by our answering service. The patient's information is forwarded to the nurse or practitioner on call.

### Nurse Advice Line

To receive timely and evidence-based health information after regular business hours, you may reach our Nurse Advice Line by calling (541)882-1487. Calls to the Nurse Advice Line are forwarded by our answering service.

## Emergencies

**Call 911** or visit your nearest hospital emergency room in the event of a life-threatening emergency (such as severe shortness of breath, severe chest pain, serious burns, major trauma or bleeding, loss of life or limb, etc.) or other emergency that involves the risk of harm to self or others. Klamath Tribal Health & Family Services is **not** equipped or staffed to treat life-threatening emergencies.

Patients eligible for Purchased/Referred Care (formerly CHS) must call and leave a message for the Purchased/Referred Care Department at (541)882-1487 **within seventy-two (72) hours** if they go to the emergency room. Please refer to the Purchased/Referred Care section of this handbook for more information (page 8).

## Patient Benefit Coordinators

Need help applying for health insurance? KTHFS has staff available on-site that specialize in assisting clients with Oregon Health Plan applications or other qualified health plans. One-on-one appointments, home visits, and transportation to local health resource agencies are available. Indian Health Service funding received is limited; therefore, patients are asked to apply for other state and federal resources for which they may be eligible. We rely on revenues gained from billing insurance companies in order to maintain or expand our programs. When payment for services rendered are received by a tribal health program, additional revenues help us provide greater access to quality care, more equipment, medical specialists, improvement of existing services, and more.

## Referrals

If you need health care that is beyond the scope of service provided by KTHFS, you will be referred to a specialist. To ensure continuity of care, your primary care provider will coordinate with specialists and other health care providers in the area. Payment for referrals or other services rendered outside of KTHFS are not guaranteed. Purchased/Referred Care-Eligible patients must follow P/RC guidelines (see pages 6-7).

## Office Closures

KTHFS observes the following federal and tribal holidays. All KTHFS offices will be closed.

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New Year's Day	Independence Day	Thanksgiving Holiday (Thurs)
Martin Luther King, Jr. Birthday	Klamath Restoration	Day After Thanksgiving (Fri)
President's Day	Labor Day	Christmas Eve
State Indian Day	National Indian Day	Christmas Day
Memorial Day	Veteran's Day	

**Winter Weather Advisory:** Klamath Tribal Health & Family Services may open late or close early due to heavy snowfall or icy road conditions. Notices are posted on our website and Facebook page.

**Staff In-Service Days:** Twice per year (summer and winter), KTHFS will close programs for staff training (education) days. Announcements are posted ahead of time on our website and Facebook page.

### Patient Portal

As a service to you, Klamath Tribal Health & Family Services has implemented the NextMD Patient Portal. As a patient, you can easily and securely access your own health information using the secure Patient Portal website. Once you enroll, you can access the following information:

- View your upcoming appointments
- View your lab results
- View your medical chart
- Request your Personal Health Record

If you would like to enroll in Patient Portal, or if you have questions about it, please contact the Medical Department at 541-882-1487. Patient Portal Website: [www.nextmd.com](http://www.nextmd.com)

### Medical Clinic Services

The Klamath Tribal Health & Wellness Center offers comprehensive primary care for the entire family. Services are provided by physicians and family nurse practitioners. Services include:

- Preventive care for children and adults
  - Cancer screenings
  - Family planning and birth control
  - Immunizations (adult and pediatric)
  - Routine check-ups, physical exams
- Treatment for acute illnesses (sick care)—see Walk-in Clinic information on the next page.
- Treatment for minor injuries
- Chronic disease management
- Community Health Nursing Program
- Laboratory
- X-ray
- Minor surgical procedures
- Referral services

## Medical: Walk-in Clinic

### Frequently Asked Questions (FAQ)

“Walk-in” Clinic services are offered to registered patients **Monday-Friday, 8 a.m. – 3:30 p.m.** We care about our patients and want to make sure you get the care you need when you need it. Below are answers to frequently asked questions.

- 1. What is a Walk-in Clinic?** A Walk-in Clinic offers care for acute conditions, such as minor injuries or illnesses. The Walk-in Clinic is here for your everyday health needs like allergies, colds and flu, pink eye, and booster shots ([see a list of services](#) on page 9).
- 2. How does a Walk-in Clinic work?** Our Medical Clinic Staff will work as a team to **triage** your medical needs. Stop by the Wellness Center during Walk-in Clinic times. Your needs will be evaluated by our Triage Team. Our staff includes licensed physicians and nurse practitioners as well as registered nurses, certified medical assistants, and an x-ray technologist who have experience and training to care for acute illnesses.
- 3. Do I need an appointment?** Appointments will not be scheduled during Walk-in Clinic times. Services are available on a first come, first serve basis. There will be times when you will have to wait to be seen.
- 4. Aren't you already a “walk-in” clinic?** Not exactly. Our Scope of Work with the Indian Health Service is to provide primary care services—this means we offer care and management for illnesses that last a long time—such as heart disease, diabetes, and others. These types of appointments are generally scheduled ahead of time with the primary care provider.
- 5. Can I still be treated for chronic conditions in Walk-in Clinic? What about conditions that require ongoing care and monitoring?** The Walk-in Clinic does not take the place of your primary care provider. If you have been previously diagnosed with a chronic disease, you will be referred to your primary care provider for ongoing care. Examples of chronic conditions include hypertension, diabetes, and high cholesterol. You will be asked to schedule regular appointments with your primary care provider.
- 6. What kinds of conditions do you treat at a Walk-in Clinic?** We provide care for (minor) illnesses and injury such as: the flu, strep throat, sprains and strains and seasonal allergies. Our clinicians are trained to diagnose and prescribe medications as needed.
- 7. When is Walk-in Clinic offered?** Walk-in Clinic is available Monday-Friday, 8:00 a.m. to 3:30 p.m.
- 8. What is the difference between a Walk-in Clinic and going to the Emergency Room?** The Walk-in Clinic is for conditions that require prompt attention but do not pose an immediate,

serious threat to your health or life. In general, if your medical concern or symptoms are life threatening call 911 or go directly to a hospital emergency room.

9. [What should I do if I think I have a severe illness or injury? Can I come in if I am having a medical emergency?](#) You should go to the nearest emergency department, or call 911.
10. [Who can use the Walk-in Clinic?](#) All eligible Indian beneficiaries who have completed registration paperwork and a health history are welcome to receive Walk-in care.
11. [Do you treat all ages?](#) Yes, we do.
12. [Does the Walk-in Clinic operate on a first come, first serve basis?](#) Although we will generally operate on a first-come first-serve basis, we have a duty to **triage** patients according to the urgency of their medical needs and/or symptoms.
13. [Who will I see?](#) KTHFS is staffed by team of highly skilled, licensed clinicians who are trained to treat people for many common illnesses like strep throat, the flu and seasonal allergies. Our staff includes licensed physicians and nurse practitioners as well as registered nurses, certified medical assistants, and an x-ray technologist who have experience and training to care for acute illnesses.
14. [How late can I walk in and still be seen?](#) We will do our best to accommodate patients who arrive before 3:00 p.m. to be seen.
15. [Will you refill my medication?](#) A temporary refill can be provided until you are seen by a primary care provider.
16. [What kinds of tests can you perform?](#) We are equipped to draw blood, perform a complete physical, perform x-rays, conduct an ECG test, drug test and many others. Please call first if you have questions about specific testing capabilities.
17. [How long will I have to wait to be seen in a Walk-in Clinic?](#) The answer depends on the number of patients in our queue. Visits for simple complaints can take as little as 20 minutes. Most visits are complete in less than an hour. However, since patients can walk-in to be seen on a first-come, first-served basis, occasionally, you may experience longer than typical wait times. KTHFS will make every effort to staff the clinic appropriately to keep wait times to a minimum.
18. [Do you provide gynecological exams?](#) We perform gynecological exams when appropriate. We do not do Pap smears in Walk-in Clinic. [Do you treat STDs at Walk-in Clinic?](#) Yes, we do.
19. [What if I need additional or follow up care after my visit?](#) Some conditions require follow-up. If your condition requires ongoing care you will be referred to your primary care provider.



Your Walk-In Clinic team will tell you if this is an option. We also have special guidelines for urgent and emergency situations.

20. What if the Provider cannot deal with my issue at the walk-in clinic? If your issue falls outside of the scope of practice of your provider, s/he may refer you to your primary care provider or a specialist. Alternatively, if the provider feels your issue is urgent and needs immediate attention you may be referred to the local emergency department.

**It's all about you.** Know your body. Know your symptoms. Know the right appointment type for you.

Emergency Care	Walk-in Clinic	Primary Care Appointment
Suitable when you experience life-threatening conditions or symptoms	Suitable for acute conditions (minor injury or illness)	Suitable for management of chronic disease that requires treatment or management over long periods of time
<p align="center"><b>Call 911 or go to Emergency Room</b></p>	<p align="center"><b>Come see us. Walk-ins available Mon-Fri, 8 am -3:30 pm</b></p>	<p align="center"><b>Schedule a regular appointment with your KTHFS Primary Care Provider</b></p>
<p><b>Examples:</b> Abdominal pain Amputations Chest pain Cuts to the hands or face Life-threatening injury One-sided weakness Severe wounds Stroke-like symptoms</p> <p><b><i>Purchased/Referred Care (P/RC) -eligible patients must call the P/RC Department within 72 hours to request a purchase order in the event of a hospital emergency room visit.</i></b></p>	<p><b>Examples:</b> Adult immunizations Allergy symptoms Asthma (mild asthma attack) symptoms Bronchitis and respiratory illness Colds, Chest congestion Ear ache, Ear wash Eye infection symptoms Fish hook removal Flu shots (when available) Flu Symptoms Insect bites Minor cuts, scrapes, burns Minor sunburns Motion sickness prevention Pregnancy test Sinus infection symptoms Skin conditions Sore throat Sprains/strains STDs Stomach problems Urinary tract infection symptoms</p>	<p><b>Examples:</b> Anxiety medication Care of pregnant patients Chronic (long-term) pain <b>Chronic illness such as diabetes, heart disease or hypertension and high cholesterol</b> General Assistance (GA) Paperwork Neck or back (spinal) conditions ODOT Physicals / Paperwork Orthotic / prosthetic care Physicals Routine medication refills SSI (Disability) Paperwork TB Testing Well-child Exams Well-woman Exams + PAP smear Workman's Compensation (on-the-job injury)</p>

## Dental Clinic Services

General dentistry services are provided by a highly skilled team of providers made up of our general dentists, registered dental hygienists, a pediatric dentist, and more. We offer a full range of preventative and restorative dental services to help preserve a healthy smile. Comprehensive dental exams include x-rays, cleanings, and oral cancer screening. Preventative treatment may include prophylaxis (cleanings), sealants and fluoride varnish. Restorative therapy may include fillings, root canals, crowns, bridges and dentures. Oral surgery may include tooth extractions or other minor procedures.

Same-day **appointments for dental emergencies** are available Monday-Friday (7:30 a.m. to 4:00 p.m.). In order to prevent dental emergencies, we strongly recommend regular check-ups and completion of a dental treatment plan. Please speak with your dentist or hygienist.

## Behavioral Health

A compassionate team of licensed or certified behavioral health professionals are available to help individuals of all ages experiencing mental health and substance use issues such as depression, anxiety, grief and trauma, as well as alcohol and drug addiction. **Behavioral Health Promotion and Prevention Activities are listed on Page 9-10.**

### **Mental Health Services include:**

- Mental Health Assessments
- Counseling for Individuals, Couples and Groups
- Dual Diagnosis Groups
- Emotion/Life Skills Coaching
- Parent Education
- Play Therapy
- Primary Care-based Services
- Psychosocial Education
- School-based Services
- Trauma Recovery/ Trauma Informed Care

### **Substance Treatment Services:**

- Assessment
- Adult and Youth Individual & Group Counseling
- Anger Management Classes
- Drug Court
- DUII Diversion
- DUII Rehabilitation/Education
- Relapse Prevention/Aftercare
- School-based Services

## Pharmacy Services

Patients may receive prescriptions at no cost from our pharmacy located at the KTHFS Wellness Center in Chiloquin. Prescriptions must be prescribed by our clinic providers; however “Purchased / Referred Care” eligible patients may receive prescriptions written by prescribers outside of our clinic. The pharmacy can only fill for prescription products listed on our medication formulary. “Purchased/Referred Care” eligible patients however may receive non-formulary medications when medically necessary or formulary alternatives are not available. Our pharmacy will work with you and your provider to help select medications that will work for you.

**Refills:** Please contact the pharmacy to request your prescription refills. Please request refills 3 working days before you plan to pick up your medications. This time is needed to fill your prescriptions and obtain authorization for refills from your provider if necessary. It will also provide us time to order your medication if we don’t have it in stock. When requesting your prescriptions, please provide the prescription number or name of your medications.

**Home Delivery of Prescriptions:** You may be eligible for home delivery of prescriptions if you are eligible for Purchased/Referred Care (formerly Contract Health Services) and you are at least 65 years old and/or have a physical/mental disability limiting your ability to drive. Other urgent and critical conditions may permit home delivery on a temporary basis. Please contact our pharmacy to inquire about home delivery on a regular or temporary basis.

## Purchased/Referred Care (formerly Contract Health Services)

Services for Purchased/Referred Care (P/RC, formerly known as Contract Health Services) are provided by providers outside the KTHFS direct care system. Determination of eligibility for the P/RC program is the responsibility of the P/RC staff. This program has its own set of federal rules and regulations. P/RC is not an entitlement program, an insurance program, or an established benefit package. P/RC payments for health care services are authorized based on clearly defined guidelines and eligibility criteria and are subject to the availability of funds. For more information, please contact the Purchased/Referred Care Department.

**Location:** 3949 S. 6<sup>th</sup> Street, Klamath Falls, OR 97603

**Call:** (541)882-1487

**Purchased/Referred Care Fax:** (541)883-7501

**Monday – Friday:** 8:00 a.m. – 5:00 p.m.

### **Purchased/Referred Care (P/RC) is utilized in situations where:**

- No tribal or IHS direct care facility exists.
- The IHS or tribal direct care facility cannot provide the required emergency and/or specialty care.
- A patient’s alternate resource(s) is not enough to cover the total of required care.
- The service is determined to be within established medical/dental priorities.

### **After Hours Dental or Medical Services (Emergency)**

If you have an emergency need to access dental or medical services while the KTHFS offices are closed: Call 911 or visit the emergency room if the situation is a true emergency. Hospital Emergency Rooms are for true, life-threatening emergencies (such as severe shortness of breath, severe chest pain, serious burns, major trauma or bleeding, loss of life or limb, etc.) or other emergency that involves the risk of harm to self or others., not for care that can be provided by primary care providers or because it is more convenient.

Use of the Hospital Emergency Room will be reviewed for urgency of the service(s) provided. In the event you must use the hospital emergency room, be sure to call the Purchase/Referred Care Department (541-882-1487) **within 72 hours** and leave a message with the following information:

- Your first and last name
- Your date of birth
- Your phone number or another number where you can be reached
- Date and time
- Reason for dental or medical treatment

You will be contacted by KTHFS P/RC staff during regular business hours. For an urgent issue that cannot wait, patients may use their group medical insurance to help offset the cost of obtaining services outside of KTHFS. Oregon Health Plan beneficiaries should make sure to utilize providers who accept Medicaid.

### **Health Education & Prevention Events**

Your overall health and wellness is important to us. KTHFS offers a wide variety of special classes, programs, activities, and events designed for individuals of all ages. All activities, from diabetes self-management classes to Positive Indian Parenting courses, are designed to promote good health and encourage positive lifestyle choices through cultural practices, family and community bonding, education, and skill building. A quarterly Events Calendar is available on our website or you may call (541)882-1487 for registration or availability. We hope you will join us!

- American Indian Life Skills Classes for Youth
- Child Passenger Safety Seat Installation, Education, and Giveaway
- Culture Club—Drumming, Regalia Making, and More
- Diabetes Prevention Program
- Health Fairs
- Maternal and Child Health Program
- Mental Health Promotion / Suicide Prevention Activities
- Nutritional Counseling
- Oral / Dental Health Prevention Education
- Positive Indian Parenting Courses
- School break and year-round cultural activities for youth and families

- Smoking Cessation
- Sweatlodge Ceremony
- Talking Circles
- Cancer Prevention Retreats for men and women

### Patient Feedback

KTHFS is committed to providing healthcare services of the highest quality and we want you to be satisfied with services you receive at all times. Patients are encouraged to express positive feedback or make suggestions for improvement and register a grievance or complaint. Please share your dissatisfaction any time we fail to meet your expectations. It is best to communicate your dissatisfaction in writing so that we may conduct the appropriate follow up with staff. Patient Complaint Forms are available on our website ([www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)) or by asking any KTHFS staff member.

### Confidentiality

Klamath Tribal Health & Family Services (KTHFS) is dedicated to preserving patient confidentiality. KTHFS complies with applicable laws and regulations, including the Health Information Portability and Accountability Act of 1996 (HIPAA). A full-length copy of our Notice of Privacy Practices is provided to patients at the time of your first appointment and is also available upon request or by visiting our website. All patients must sign an Acknowledgement of Receipt of Notice of Privacy Practices. The Notice of Privacy Practices outlines how information about you may be disclosed. We encourage our patients to carefully read this important document.

### Obtaining Your Medical Records

If you decide you would like to share your protected health information with another individual or healthcare facility, you will need to complete and sign our KTHFS Form 810: Authorization to Use and/or Disclose Protected Health Information. This form becomes a part of your medical record. **Non-KTHFS Authorizations for Use and/or Disclosure of Protected Health Information are not accepted.** Forms may be mailed or faxed to:

Attn: Medical Records Department  
c/o KTHFS Wellness Center  
PO BOX 490, Chiloquin, OR 97624  
Medical Records Fax: (541)783-3273

### Compliance

We are committed to providing service with ethics and integrity. For guidance on ethics or compliance issues, or to report a suspected violation, or if you have any concerns regarding your rights or privacy, please call our Compliance Helpline at (541)882-1487, ext 215.

## Patient Rights & Responsibilities

Klamath Tribal Health & Family Services is committed to providing high quality care that is fair, responsive, and accountable to the needs of our patients and their families. We are committed to providing our patients and their families with a means to not only receive appropriate health care and related services, but also to address any concerns they may have regarding such services. We encourage all of our patients to be aware of their rights and responsibilities and to take an active role in maintaining and improving their health and strengthening their relationships with our health care providers.

### **A. Patient Rights.** Every patient shall have the right to:

1. Receive high quality care based on professional standards of practice.
2. Be treated with courtesy, consideration and respect by all KTHFS staff, at all times and under all circumstances, and in a manner that respects his or her dignity and privacy.
3. Be informed of KTHFS's Privacy Policies and Procedures, as the policies relate to individually identifiable health information. Every patient will receive a copy of the KTHFS Notice of Privacy Practices.
4. Expect that KTHFS will keep all medical records confidential and will release such information only with his or her written authorization, in response to court order or subpoenas, or as otherwise permitted or required by law.
5. Access, review and/or copy his or her medical records, upon request, at a mutually designated time (or, as appropriate, have a legal custodian access, review and/or copy such records), and request amendment to such records.
6. Know the name and qualifications of all individuals responsible for his or her health care and be informed of how to contact these individuals.
7. Consent or decline the presence of all other persons allowed in patient care areas that are not authorized staff (for example, student/observers, etc.).
8. Request a different health care provider if he or she is dissatisfied with the person assigned to him or her by KTHFS. KTHFS will use best efforts, but cannot guarantee that reassignment requests will be accommodated.
9. Receive a complete, accurate, easily understood, and culturally and linguistically competent explanation of (and, as necessary, other information regarding) any diagnosis, treatment, prognosis, and/or planned course of treatment, alternatives (including no treatment), and associated risks/benefits.

10. Receive information regarding services available, including provisions for after-hours and emergency care, support services such as but not limited to non-emergent transportation and health education services.
11. Receive sufficient information to participate fully in decisions related to his or her health care and to provide informed consent prior to any diagnostic or therapeutic procedure (except in emergencies). If a patient is unable to participate fully, he or she has the right to be represented by parents, guardians, family members or other designated surrogates.
12. Ask questions (at any time before, during or after receiving services) regarding any diagnosis, treatment, prognosis and/or planned course of treatment, alternatives and risks, and receive understandable and clear answers to such questions.
13. Refuse any treatment (except as prohibited by law), be informed of the alternatives and/or consequences of refusing treatment, which may include KTHFS having to inform the appropriate authorities of this decision, and express preferences regarding any future treatments.
14. Be informed if any treatment is for purposes of research or is experimental in nature, and be given the opportunity to provide his or her informed consent before such research or experiment will begin (unless such consent is otherwise waived).
15. Develop advance directives (or living will, medical power of attorney) and be assured that all health care providers will comply with those directives in accordance with law.
16. Designate a surrogate to make health care decision if he or she is or becomes incapacitated.
17. Ask for and receive information regarding his or her financial responsibility for any services that the patient is referred out for, (services not performed by KTHFS such as lab work).
18. Obtain services without discrimination on the basis of race, ethnicity, gender, age, religion, physical or mental disability, sexual orientation or preference, marital status, socio-economic status or diagnosis/condition.
19. Request any additional assistance necessary to understand and/or comply with KTHFS's administrative procedures and rules, access health care and related services, participate in treatments, or satisfy payment obligations by contacting the PATIENT REGISTRATION DESK.
20. File a grievance regarding treatment or care that is (or fails to be) furnished or file a complaint about KTHFS or its staff without fear of discrimination or retaliation and have it resolved in a fair, efficient and timely manner. For additional information, please

contact the Quality Assurance Specialist. Patient Complaint or Grievance Forms are available on the KTHFS website ([www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)), or by asking any receptionist or employee.

**B. Patient Responsibilities.** Every patient is responsible for:

1. Providing accurate personal, demographic (such as a current address and telephone number), health insurance information, and personal medical information (including past illnesses, current treatments and medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities) prior to receiving services from KTHFS and its health care providers.
2. Following all KTHFS administrative and operational rules and procedures posted within KTHFS facility(s).
3. Following Klamath Tribal Health & Family Services guidelines for patient conduct, to include:
  - a. Behaving at all times in a polite, courteous, considerate and respectful manner to KTHFS staff, contractors, and patients, including respecting the privacy and dignity of other patients.
  - b. Supervising his or her children/grandchildren while in KTHFS facility(s).
  - c. Refraining from abusive, harmful, threatening, or rude conduct towards other patients and/or KTHFS staff.
  - d. Not carrying any type of alcohol, illegal drugs, weapons or explosives onto any KTHFS facility(s) or leased GSA vehicle.
  - e. Demonstrating respect for KTHFS property, including leased GSA vehicles, as well as the personal property of others persons.
4. Keeping all scheduled appointments and arriving on time.
5. Notifying KTHFS no later than 24 hours (or as soon as possible within 24 hours) prior to the time of an appointment that he/she cannot keep the appointment as scheduled.
6. Participating in and following the treatment plan recommended by his or her health care providers, to the extent he or she is able, and working with providers to achieve desired health outcomes.
7. Asking questions if he or she does not understand the explanation of (or information regarding) his or her diagnosis, treatment, prognosis, and/or planned course of



treatment, alternatives or associated risks/benefits, or any other information provided to him or her regarding services.

8. Providing an explanation to his or her health care providers if refusing to (or unable to) participate in treatment, to the extent he or she is able, and clearly communicating wants and needs.
9. Informing his or her health care providers of any changes or reactions to medication and/or treatment.
10. Familiarizing himself or herself with his or her health program eligibility benefits and any exclusions, deductibles, co-payments, and treatment costs.
11. Advising KTHFS of any concerns, problems, or dissatisfaction with the services provided or the manner in which (or by whom) they are furnished.
12. Updating emergency contact information to include any children under the age of 18 who reside in the household and are eligible for services. In case of a life-threatening emergency situation during a patient/client visit, a provider or staff member will dial 911. If the patient is coherent, the patient will be responsible for requesting their provider or a KTHFS staff member to call his/her emergency contact as a courtesy. If the patient is not coherent or unconscious and has a minor(s) accompanying them or no other family member or attendee with them, their emergency contact will be notified.
13. To provide KTHFS with a copy of any advance directive documents (living will, health care proxy, medical power of attorney) or other document that could affect your care, if such documents exist.
14. Utilizing all services, including grievance and complaint procedures, in a responsible, non-abusive manner, consistent with the rules and procedures of KTHFS (including being aware of KTHFS's obligation to treat all patients in an efficient and equitable manner).
15. Provide a responsible adult to transport him/her home from the facility and remain with him/her for twenty-four (24) hours, if required by his/her provider.
16. Acknowledging receipt, reading, understanding, and upholding the KTHFS policy on patient rights and responsibilities.