



KODIAK AREA NATIVE ASSOCIATION

# HEALTH SERVICES

## Patient Rights and Responsibilities

### I. Rights of Persons Served

*Persons served at Kodiak Area Native Association have the following rights:*

1. To receive competent, respectful services, free of abuse, neglect, exploitation or humiliation.
2. To receive care in a safe and private setting that is tobacco, alcohol, and drug free.
3. To receive communication in a language or manner primarily used by you from health care professionals and other staff.
4. To participate in decisions regarding your treatment, provided it is medically advisable to do so.
5. To receive complete information, to the degree known, related to your assessment, evaluation, diagnosis, treatment and prognosis and to obtain this information within a reasonable timeframe to allow decision making.
6. To be informed about the services available at KANA and its hours of operation, as well as the availability of emergency services and the associated fees and payment expectations for those services.
7. To be given adequate time for decision making regarding services for your healthcare.
8. To refuse services, except during an emergency situation.
9. To refuse to participate in experimental research. All research will follow appropriate guidelines and ethics set by an Institutional Review Board (IRB).
10. To request information regarding KANA's Advance Directives as required by state or federal laws and regulations.
11. To know the name and credentials of your providers and to know which provider is primarily responsible for your care.
12. To change providers if other qualified providers are available.
13. To file a complaint or grievance without worrying about retaliation or humiliation. A patient/client grievance form may be requested from the front desk. If you wish to file a grievance with the State, you may call 907-269-8124. To speak with a Medicare Ombudsman, call 1-800-633-4227.
14. To review or request a copy of your health records. Requests will be honored within 30 days.
15. To request an amendment of your health record.
16. To request advocacy or self-help support services.
17. Confidentiality – KANA is required by law to treat what you tell us with great care. Our confidentiality and privacy policies prevent us from sharing information about you without your permission. However, there are some exceptions that would require us to share information without permission. Listed below are some common examples:
  - a. During a medical emergency,
  - b. When you or someone else is in physical danger,

- c. Suspected child or vulnerable adult abuse or neglect,
- d. Treatment, payment and healthcare operations (See Notice of Privacy Practices at the registration desk),
- e. Court orders, and
- f. Coordination of Care – KANA and your health providers may need to discuss your care.

A Release of Information (ROI) form must be signed by you in order for KANA to communicate information with anyone who doesn't meet the criteria above. This includes family members other than parents/legal guardians.

Clients who are mandated into treatment will have their attendance and participation reported back to the court, Department of Juvenile Justice (DJJ), Office of Child Services (OCS), etc. once a proper ROI is signed.

## II. Responsibilities of Persons Served

*Prior to receiving care at Kodiak Area Native Association, persons served are informed of their responsibilities to:*

1. Provide accurate and complete information regarding:
  - a. Past illness or hospitalizations,
  - b. Medications, including over-the-counter medications and herbal or dietary supplements,
  - c. Advance Directives, medical or psychiatric power of attorney or any other directive that could affect care,
  - d. Allergies or sensitivities,
  - e. Personal or family medical, mental health or substance abuse history, and
  - f. Insurance coverage and alternate financial resources.
2. Accept financial responsibility for any charges not covered by the Indian Health Service (IHS) or your insurance provider.
3. To inquire about services and related charges not covered.
4. To treat staff and other persons served with courtesy and respect. Using inappropriate language, raising your voice, or making threats towards staff or visitors could be grounds for discharge from care and/or may limit services available to be provided.
5. Cooperate in applying for and obtaining alternate resources for payment for services rendered.
6. Ask for another provider if you feel you cannot successfully establish a working relationship.
7. Comply with the KANA tobacco free, drug free, violence free and all related KANA policies.
8. Respect providers and other clients by keeping all appointments or informing us within 24 hours prior to your appointment if you cannot keep your appointments.
9. Ask questions about anything you don't understand.
10. Participate in the treatment process and development of your treatment plan.
11. Provide a responsible adult to transport you home from KANA facilities and remain with you for 24 hours, if required by a provider.

### III. Principles of our Patient-Centered Medical Home

*Kodiak Area Native Association is identified as a Patient-Centered Medical Home (PCMH) and has adopted the principles of a Medical Home as follows:*

1. **Personal Primary Care Medical Provider:** each patient has an ongoing relationship with a personal primary care medical provider trained to provide continuous and comprehensive care.
2. **Whole Person Orientation:** the primary care provider is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care.
3. **Care is coordinated** across all elements of the health care and the patient's community by our team, using electronic health records and systems to communicate with other healthcare providers, to ensure patients get the needed care when they need it in a culturally and linguistically way.
4. **Quality and safety** are hallmarks of the medical home.
5. **Enhanced access to care** is available through Saturday clinic hours for medical care at the Mill Bay Health Center, same day appointments, and appointments until 6pm.
6. **Clinic Hours are:** Monday through Friday 8:00am to 6:00pm at the Alutiiq Enwia Health Center and Mill Bay Health Center; and Saturday 10:00am to 5:00pm at the Mill Bay Health Center.
7. **Our office is closed on the following holidays:** New Year's Day; Martin Luther King Jr. Day; President's Day; Seward's Day; Memorial Day; Independence Day; Labor Day; Benny Benson's Birthday; Thanksgiving Day and Friday following; and Christmas Day.
8. **Contacting Our Organization:** (907) 486-9870. If after-hours, an After Hours Nurse Advice Line is available.
9. **Medication refills** call one week before prescription runs out. Allow 72 hours for prescription to be filled.

