



Health and Human Services

RIGHTS AND RESPONSIBILITIES POLICY

Patient Rights and Responsibilities

- All Health Clinic staff and providers shall ensure that each patient:
 - Is treated in a manner sensitive to individual needs and which promotes dignity and self-respect.
 - Has all clinical information and medical/dental files treated in a confidential manner. Has the opportunity, upon request, to view patient's own files.
 - May ask for an exam room chaperone at any time.
 - Is protected from abuse (sexual, financial, physical and mental) by staff at all times. Be given the opportunity to express concerns or grievances confidentially.
 - Have the right to refuse any treatment and to be informed of the consequences of refusal.

Rights and Responsibilities of the Employees

- All Squaxin Island Health Clinic employees have the right:
 - To work in a safe environment.
 - Patients interacting with Health Clinic employees will treat them with respect and dignity.
 - Loud, intimidating, abusive or profane language will not be tolerated.
 - Patients displaying any of these behaviors will be asked to leave and may be escorted off the premises by tribal police.
 - Similarly, telephone abuse will not be tolerated.
 - Abuse that continues despite two prior warnings may result in exclusion of the offender from direct and TMS/CHS services.