



# Welcome to Powell Valley Healthcare

## Patient Rights and Responsibilities

### *As a patient, you have a right to:*

- Quality care provided by competent personnel in a considerate, respect, and safe environment.
- To be well informed about your illness, possible treatment, and likely outcomes and to discuss this with your doctor.
- To consent to or refuse a treatment, as permitted by law.
- To formulate and advance directive and appoint a personal representative.
- To be free from discrimination, abuse, or harassment.
- To access your medical records.
- Confidentiality and personal privacy.
- Make informed decisions about your care, including requesting or refusing treatment.
- Receive a complete explanation of our charges and your bill.
- Consult with another physician or request a transfer to another facility.
- Voice complaints without fear of reprisal and receive a timely response to complaints.
  - To voice a complaint or request of ethics committee consultation related to your care, call (307)-754-1201
  - U.S Department of Health and Human Services 1-800-633-4227.
  - The Joint Commission 1-800-944-6610 or [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

### *As a patient, you are responsible to:*

- Share complete and accurate medical history and information.
- Cooperate in your care and ask questions if you do not understand.
- Respect the needs, rights and property of other patients, family members and care givers.
- Meet your financial obligations.
- Actively participate in your care by following instructions and medical orders.
- Have family members or personal representatives authorize care if you are unable to communicate.
- Take only the drugs prescribed by your health care team and promote the healing process by refraining from alcohol or toxic substances during your care.
- Know the extent of your insurance coverage and insurance requirements such as pre-authorization, deductibles, and co-payments.

## Non-Discrimination

Powell Valley healthcare is a non-profit health care organization committed to providing care to all persons regardless of race, creed, gender, age, national origin, disability, sexual orientation, or gender identity/expression. We accept persons covered under Medicaid or Medicare and we offer substantial charity care and financial assistance to those in financial need.

- If this facility provides emergency services, it must not deny those services to a person who needs them but cannot pay them.

If you believe you have been discriminated against by Powell Valley Healthcare, contact Patient Relations at 307-754-1201 or the Office of Civil Rights at 1-800-368-1019, TDD 1-800-537-7697, or [www.hhs.gov/ocr](http://www.hhs.gov/ocr).