



As a member of Native American Health Center, you have the right to:

1. Be treated with dignity and respect, without regard to your gender, age, cultural, educational, LGBTQA status, or religious background.
2. Be free from discrimination based on ethnic group, religion, age, sex, gender, color, LGBTQA status, or disability.
3. Know the names, titles, and credentials of the people serving you.
4. Have privacy and confidentiality of your records (including alcohol/drug abuse treatment/referral. In accordance with title 42, CFR, Part2)
5. Receive explanations about clinic tests and procedures.
6. Receive health education and counseling.
7. Receive explanations and information regarding diagnosis, treatment and prognosis.
8. Review your medical, dental or behavioral health records with a clinician.
9. Request health records from other clinics, and request a transfer of records from NAHC to other clinics.
10. Change providers within NAHC.
11. Consent to, or refuse, any care or treatment. (Members may refuse to comply with treatment but must accept the consequences of non-compliance.)
12. Be afforded dignity during interactions with staff, volunteers, board members and other persons associated with NAHC.
13. Be afforded safe, healthy, comfortable, and reasonable accommodations while on NAHC premises.
14. Be free from verbal, emotional, physical abuse, and/or inappropriate sexual behavior.
15. Be informed of the procedures to file a grievance or an appeal to a discharge.
16. Receive printed materials in a font that is readable to you.
17. Be free from discrimination based on ethnic group identification, religion, age, sex, gender, color, LGBTQA status or disability.

Family Planning members also have the right to:

1. Decide whether to have children, and when.
2. Know the effectiveness, possible side effects and risks of all methods of birth control.
3. Participate in choosing a birth control method.

Members have the responsibility to:

1. Be honest about your medical history.
2. Ensure you understand the explanations, advice and instructions you receive.
3. Follow health advice and medical instructions. (Members may refuse to comply with treatment but must accept the consequences of non-compliance.)
4. Respect and adhere to clinic policies and procedures. Respect NAHC staff and clinic property.
5. Keep appointments, or cancel at least 24 hours in advance of the scheduled appointment.
6. Be on time for your appointments. Arrive at least 15 minutes before your scheduled appointment.
7. Report any changes in your health.
8. Provide the clinic with updated information such as address, phone numbers, email address and emergency contact person(s)
9. Provide the clinic with updated information to assist NAHC in determining your eligibility to receive health care coverage.
10. Accept personal financial responsibility for any charges not covered by your insurance.
11. Adhere to pre-arranged payment schedule and co-payments for your services on a timely basis.
12. Watch your child(ren) at all times to provide a safe environment for your child, staff and visitors.
13. Have a responsible adult transport you home from NAHC and remain with you for 24 hours, if required by your provider.
14. Not bring food or drinks into NAHC clinics.
15. Not smoke in, or within 20 feet of NAHC, including smokeless devices and medical marijuana.
16. Not bring pets into NAHC, with the exception of service animals with current credentials (i.e., guide or signal dog.)