

Patient Rights and Responsibilities

As a patient, you have a right to:

- Quality care provided by competent personnel in a considerate, respectful, and safe environment
- Confidentiality and personal privacy
- Make informed decisions about your care, including requesting or refusing treatment
- Actively participate in decision making and in developing and implementing your treatment, plan of care, discharge plan, and pain management plan
- Access your medical records
- Be free from seclusion and restraints, unless medically necessary
- Be free from discrimination, abuse, or harassment
- Formulate an advance directive
- Appoint a personal representative of your choice
- Receive a complete explanation of our charges and your bill
- Consult with another physician or request transfer to another facility
- Voice complaints without fear of reprisal and receive a timely response to your complaints
 - To voice a complaint or request an ethics committee consultation related to your care, call **(406) 238-5771**
 - You can also contact:
 - Montana Department of Public Health and Human Services: **(406) 444-2037** or **1-800-762-4618** or visit **www.dphhs.mt.gov/qad**
 - U.S. Department of Health and Human Services **1-800-633-4227**

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
- Actively participate in your care and follow instructions and medical orders
- Respect the needs, rights and property of other patients, family members and care givers
- 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
- Meet your financial obligations
- Refrain from physical, verbal, or otherwise abusive, discriminatory, or harassing behavior towards other patients, visitors, and hospital personnel

Five Steps to Safer Health Care

- 1** Ask questions if you have doubts or concerns.
- 2** Keep and bring a list of ALL the medicines you take.
- 3** Get the results of any test or procedure.
- 4** Talk to your doctor about which hospital is best for your health needs.
- 5** Make sure you understand what will happen if you need surgery.

U.S. Department of Health & Human Services in partnership with the American Hospital Association and the American Medical Association.

Non-Discrimination

Billings Clinic is a not-for-profit health care organization committed to providing care to all persons regardless of race, creed, color, gender, age, national origin, disability, HIV status, sexual orientation, or gender identity/expression. We accept persons covered by 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 for them.

If you believe you have been discriminated against by Billings Clinic, contact Patient Relations at **406-238-5771** or the Office for Civil Rights at **1-800-368-1019, TDD 1-800-537-7697, or www.hhs.gov/ocr.**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-703-0016 (TTY: 1 800-325-0778).

注意: 如果您使用繁體中文, 您可以免費獲得語言協助服務。請致電 1-833-703-0016 (TTY: 1-800-325-0778)。

ملحوظة: إذا كنت تتحدث انك اللغة, فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-833-703-0016 (TTY: 1-800-325-0778).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-833-703-0016 (телетайп: 1-800-325-0778).

DĪKKAT: Eger Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-833-703-0016 (TTY: 1-800-325-0778) irtibat numaralarını arayın.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-833-703-0016 (TTY: 1-800-325-0778).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-833-703-0016 (TTY: 1-800-325-0778)번으로 전화해 주십시오.

Ni songen mwohmw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantoal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidieng ni lokaiahn Pohnpei. Call 1-833-703-0016 (TTY: 1-800-325-0778).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-833-703-0016 (TTY: 1-800-325-0778).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Tumawag sa 1-833-703-0016 (TTY: 1-800-325-0778).

UPOZORNĚNÍ: Pokud mluvíte česky, můžete využít bezplatnou jazykovou podporu. Volejte na číslo 1-833-703-0016 (TTY: 1-800-325-0778).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-833-703-0016 (ATS: 1-800-325-0778).

MERK: Hvis du snakker norsk, er gratis språkassistenttjenester tilgjengelige for deg. Ring 1-833-703-0016 (TTY: 1-800-325-0778).

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-833-703-0016 (TTY: 1-800-325-0778).

ATTENZIONE: Se parlate italiano, potete usufruire di servizi di assistenza linguistica totalmente gratuiti. Chiamate il numero 1-833-703-0016 (TTY: 1-800-325-0778).

For a detailed listing of your patient rights and responsibilities, please request this from a member of our staff or visit billingsclinic.com.

