



Patient's Bill of Rights

As a patient at Marimn Health, you are considered to be a partner in health care decisions. Your willingness to furnish information about your health status and history is essential for us to provide the best possible care and service. Marimn Health is committed as your patient medical home to providing respectful, considerate and nonjudgmental quality care in an atmosphere that values your privacy, confidentiality, belief system and dignity.

As a patient at Marimn Health you have the right to:

1. Receive high quality medical care, without discrimination, that is respectful of your dignity, values, and beliefs.
2. Choose your provider, and change your provider if you so choose.
3. Be informed about your provider's credentials.
4. Accept or refuse medical treatment at any time to the extent permitted by law and to be informed of the possible risks of refusal.
5. Accept or refuse permission for the presence of students during your care.
6. Have your personal privacy respected, and your health information handled with confidentiality.
7. Complete information regarding your health condition, options for treatment and services provided in a language and manner that is understandable to you.
8. Be informed about transfers to another facility or organization and to be provided a complete explanation including alternatives to a transfer.
9. Ask about fees, charges, and policies concerning payments.
10. Expect reasonable continuity of care such as:
 - a. To know what appointment times are available.
 - b. To know what services are available
 - c. To know where the services can be obtained
11. Be informed and educated about the opportunity to express your wishes concerning future care, including:
 - a. Choosing a person to make medical decisions for you if you are unable to do so
 - b. Giving advance directives
 - c. Preparing a living will

12. Be informed about the complaint process and to receive an answer in a timely manner. Comment and suggestion forms are available in patient waiting areas.
13. Express concerns and complaints about any clinic service or provider by:
 - a. Submitting a comment card or a discussion with the staff involved, or a patient advocate.
 - b. For unresolved complaints, a patient advocate may assist you with taking your concern to the next level in the Marimn Health chain of command, up to and including the CEO.
 - c. If complaint is not resolved to your satisfaction after meeting with the CEO, you may appeal to the Coeur d'Alene Tribal Health Authority. The appeal must be made in writing as outlined in Marimn Health's Patient and Member Advocacy Policy.
14. Expect reasonable notice if Marimn Health's relationship with you is altered or terminated.

Patient Responsibilities

As a patient at Marimn Health you have the responsibility to:

1. Provide an accurate and complete medical history and enrollment information, and update as needed.
2. Make and keep appointments; if not able to keep appointment, call to cancel or change the appointment times.
3. Do your part to maintain optimal health and follow treatment plans and instructions for care as agreed to with your healthcare provider.
4. Treat staff, other patients, and Marimn Health's property in a considerate and respectful manner.
5. Provide a responsible adult to transport you home and remain with you following a treatment or procedure if directed by your health care provider
6. Notify staff if you do not understand how your health plan works.
7. Abide by the posted policies of Marimn Health
8. Make a request and receive authorization prior to taking pictures or recording conversations at Marimn Health with camera phones or other audio or video recording capable devices.
9. Inform your provider about any living will, medical power of attorney, or other directive that could affect your care
10. Pay for services according to Marimn Health policies