



**Redding Rancheria
Tribal Health Center
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Redding Rancheria Tribal Health Center

Patient Rights and Responsibilities



Mission Statement

The mission of the Redding Rancheria Tribal Health Center is to develop and provide responsive, cost effective, high quality health care services that meet the needs of the Redding Rancheria Tribal Members and other Native American Indians residing in our service area.

We are committed to excellent care, a compassionate, respectful attitude and full involvement of the patient and family in health care decisions.



Redding Rancheria Guiding Values for Our Workplace

These values are guidelines for our behavior as staff members of the Redding Rancheria. We expect that people will apply them with intelligence and judgment, recognizing that at times there are some natural tensions among the value.

Serving others

We are here to provide excellent service with a caring attitude. We are proud that our work serves tribal members, each other and the larger community.

Working together

We are actively involved in building a spirit of teamwork and collaboration, within and between departments, functions and workplaces. Because we work together and support each other, we are a smarter and more effective group.

Doing what's right

Our decisions and actions reflect integrity and honesty. We are committed to earning and keeping the trust of the people we serve. We do not seek nor accept personal gain for our actions.

Embracing change

We honor our traditions and recognize that change is an ongoing part of our environment. We face the challenges and changes in our work with creativity, innovation, adaptability and a sense of humor.

Respecting differences

We seek to understand differences in ideas, approaches and perspectives and we welcome people from all backgrounds. We understand that our diversity makes us stronger and better as a community.

Balancing Life

Although work is our focus together, we realize that life is more than work. We encourage healthy lifestyles that support mental and physical well-being. We believe a balanced employee is happier and more productive.



Every Patient will Receive Courteous and Respectful Treatment

Rights

You have a right to be treated with dignity and respect. The Redding Rancheria Tribal Health Center (RRTHC) provides services to Native Americans and their families living within our service area. These services are provided through equal access, treatment and consideration.

- Staff shall introduce themselves and explain the care they will provide.
- Staff shall be courteous to you and your visitors.
- Your cultural and religious beliefs shall be respected and accommodated, as appropriate.
- To be addressed in a manner that is comfortable to you.
- Communication assistance as needed.

Responsibilities

You have a responsibility to be considerate and to make your needs and expectations known.

- If you feel you are not being treated appropriately, please let the staff know. You have a responsibility to be considerate and to make your needs and expectations known in an appropriate manner.
- Treat the RRTHC staff with the same respect you are given.
- You are responsible for keeping your scheduled appointments and call in advance if you cannot make your appointment.
- You are responsible to wait in the waiting area until called.
- You are responsible for ensuring the safety and courteous behavior of your children.



Care and Treatment

Rights

You have the right to be fully informed regarding your care and treatment and to participate in the planning and implementation of your care. You can expect the following:

- To receive adequate information to make treatment decisions.
- To have your plan of care periodically reviewed with you.
- To choose whether or not to participate in research studies.
- To have access to a copy of your medical records within a reasonable timeframe when requested.
- Continuity and coordination of your care during each visit to the health center.
- Adequate planning to assist in the transition to other levels of care including home care, as appropriate.
- Consideration of your emotional and spiritual needs as well as physical needs.

Responsibilities

You have a responsibility to provide complete and accurate information to your physician and staff and to follow your treatment plan.

- Report any changes in your condition on a timely basis.
- Ask questions regarding your care and treatment.
- Participate in planning your care, as appropriate.
- Request assistance as appropriate to minimize the risk of falling and injury.
- Ask questions and clarify information regarding the cost of your care.
- Be aware of your insurance coverage and provide RRTHC with the most up-to-date information.



Healthcare Decisions

Rights

Every patient has the right to informed consent. This means you have the right to make decisions regarding your care including the right to refuse treatment. You also have the right to formulate an advance directive to assure your wishes will be carried out if you are unable to make decisions for yourself. You can expect the following:

- An explanation of your condition, the risks and benefits of the proposed treatment and alternative treatments.
- Your physician and staff shall comply with your advance directive to the extent permitted by law and in keeping with the philosophy of RRTHC. Advance Directive is a document stating your choice about medical treatment. They are signed in advance (before you become unable to communicate) to let your doctor or other health care providers know your requests concerning your medical care.
- You and/or your significant other may access appropriate consultation regarding any ethical issues arising in your care.
- The patient has the right to name someone to make decisions about their medical treatment when they are unable to make those decisions.

Responsibilities

You have a responsibility to make informed decisions.

- Ask as many questions as you need to fully understand your condition and treatment options.
- Consents should only be signed when you are comfortable you have received sufficient information and your questions have been answered.
- Inform the staff if you have an advance directive and provide the most recent copy.
- If you are concerned about your future health care, our staff can help you prepare a Durable Power of Attorney for Health Care (advanced directive). Please contact the receptionist or tell your physician you want to create an advanced directive. They will refer you to a staff member who can help you.



Privacy and Confidentiality

Rights

You have a right to privacy during the provision of care and discussions regarding your care and treatment and to the confidential handling of your medical record. You can expect the following:

- To have the door closed and, if available, the curtain around your exam table pulled during care and treatment.
- To have your identity as a patient protected, if requested or required by law.
- Only authorized individuals will have access to your medical record and protected health information. Your medical record and protected health information will not be released to individuals outside of RRTHC without your written consent, except as governed by law.
- To be given access to RRTHC policies which describes how medical information about you may be used and disclosed and how you can get access to this information.

Responsibilities

You have a responsibility to respect the privacy of others.

- Maintain a quiet atmosphere by avoiding loud talking, laughter and limiting the number of visitors.
- Telephones, televisions, radios and lights should be used in a manner agreeable to others and consistent with RRTHC policies.



Complaints

Rights

You have the right to voice complaints/grievances and to recommend changes in policies and services to clinic staff and/or to outside representatives of your choice. You can expect the following:

- A timely response to all complaints.
- There will be no coercion, discrimination or reprisal when complaints are reported.
- A thorough investigation of the situation and the implementation of corrective action, as appropriate.

Responsibilities

You have a responsibility to address any concerns/complaints regarding your care.

- Complaints and grievances may be directed to the staff most directly involved in the situation and/or to the department head or administration. Patients may request an Incident Report from the receptionist or Health Services Senior Administrative Assistant.
- A thorough investigation of the situation will be conducted and the appropriate corrective action will be taken.



Eligibility

Rights

You have the right to receive services for your care and treatment providing you complete all requirements of eligibility.

- To be given assistance in completing paperwork.
- To understand why you are applying for an Alternate Resource.

Responsibilities

You have a responsibility to provide complete and accurate information to health center personnel. RRTHC policy states: all patients seeking services must call the health center to schedule and complete the registration appointment prior to being seen for their first health care appointment. At the registration appointment it is the responsibility of the patient to supply all the required documentation including but not limited to:

- Indian verification: BIA CDIB (California Degree of Indian Blood) or Federally Recognized Tribal Roll Card or California Judgment Roll Number (Wintu, Yana and Pit River only).
- Current state driver's license or state identification card
- Certified birth certificate: hospital birth announcements are NOT acceptable.
- Social Security Card
- Proof of address in our service area: Utility or phone bills or rental agreement in your name.
- Current Alternate Resource insurance, Medicare card, Medi-Cal or compliant Medi-Cal denial. If you do not have an alternate resource, our staff will help you to fill out an application and you will have 45 days to complete the process to remain on the eligible list. If you do not complete the process, you will be ineligible and your appointments will be canceled until you have complied with the policy.



Safety

Rights

You have the right to receive care in a safe and secure environment and to expect reasonable steps to ensure your safety and security during the provision of care. You can expect the following:

- Care provided by qualified, competent staff.
- Freedom from all forms of abuse - verbal, physical, psychological/emotional, and sexual.
- Freedom from physical and chemical restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff.
- To access protective services as appropriate.
- Patient and family education about your role in safety management, such as patient identification, hand hygiene, proper isolation techniques, restraints and seclusion, medication management, surgical site identification, skin breakdowns, falls and pain management.

Responsibilities

You have a responsibility to adhere to the RRTHC and Redding Rancheria Tribal policies you are informed about.

- No smoking is allowed inside or near the building or in the parking lot.
- No alcoholic beverages are allowed on the property of the RRTHC.
- No narcotics or medicines for self-administration while at the RRTHC.
- No firearms, ammunition, knives or other types of weapons on or near the RRTHC.



Pain Management

Responsibilities

- Help the provider assess your pain and to tell your provider when your pain is not relieved.
- Participate in alternative therapies as pain relief options and to follow your individualized Pain Management Plan which may include a Pain Management Contract.
- Discuss with your provider any worries you have regarding your pain, complications or treatments. If you do not understand your condition, treatment or plan, it is your responsibility to ask questions.
- Comply with all your provider's instructions.
- Understand non-compliance will not be permitted in regards to treatment with controlled substances.

