



## Consumer Bill of Rights

### Your rights and responsibilities as a patient

One Health is committed to providing high quality care that is fair, responsive, and accountable to the needs of our patients and their families. We are committed to providing our patients and their families with a means to not only receive appropriate health care and related services, but also to address any concerns they may have regarding such services. We encourage all of our patients to be aware of their rights and responsibilities and to take an active role in maintaining and improving their health and strengthening their relationships with our health care providers. We strongly urge anyone with questions or concerns regarding our “Bill of Rights and Responsibilities” to contact us, and we will be happy to assist you.

**Contact:** Compliance Officer  
One Health  
402 N Center Ave  
Hardin, MT 59034

#### ONE HEALTH PATIENT RIGHTS

One Health believes your rights and responsibilities are an important part of providing quality health care. We consider you a partner in your health care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible.

#### Your rights as a patient of One Health:

1. Receive high quality care based on professional standards of practice, regardless of your ability to pay for such services.
2. Obtain services without discrimination on the basis of race, ethnicity, national origin, sex, age, religion, physical or mental disability, sexual orientation, marital status, socio-economic status or diagnosis/condition.
3. Be treated with courtesy, consideration and respect by all One Health staff, at all times and under all circumstances, and in a manner that respects your dignity and privacy.
4. Be informed of One Health’s Privacy Policies and Procedures, as the policies relate to individually identifiable health information.
5. One Health protects the privacy and confidentiality of your health information in accordance with applicable federal and state law, including HIPAA. Uses and disclosures of your health information are described in our Notice of Privacy Practices.
6. Access, review and/or copy your medical records, upon request, at a mutually designated time (or, as appropriate, have legal custodian access, review and/or copy such records), and request amendment to such records.
7. Know the name and qualifications of all individuals responsible for your health care and be informed of how to contact these individuals.
8. Request a different health care provider if you are dissatisfied with the person assigned to you by One Health. One Health will use best efforts but cannot guarantee that re-assignment requests will be accommodated.
9. Receive a complete, accurate, easily understood, and culturally and linguistically competent explanation of (and as necessary, other information regarding) any diagnosis, treatment, prognosis, and/or planned course of treatment, alternatives (including no treatment), and associated risks/benefits.
10. Receive information regarding the availability of support services, including translation, interpreter services, auxiliary aids/services as appropriate, transportation and education services at no cost if applicable
11. Receive sufficient information to participate fully in decisions related to your health care and to provide informed consent prior to any diagnostic or therapeutic procedure (except in emergencies). If you are unable to participate fully, you have the right to be represented by parents, guardians, family members or other designated surrogates.
12. Ask questions (at any time before, during or after receiving services) regarding any diagnosis, treatment, prognosis and/or planned course of treatment, alternatives and risks, and receive understandable and clear answers to such questions.
13. Refuse any treatment (except as prohibited by law), be informed of the alternatives and/or consequences of refusing treatment, which may include One Health having to inform the appropriate authorities of this decision, and express preferences regarding any future treatments.
14. Obtain another medical opinion prior to any procedure.
15. Be informed if any treatment is for purposes of research or is experimental in nature and be given the opportunity to provide your informed consent before such research or experiment will begin (unless such consent is otherwise waived).

16. Develop Advance Directives and be assured that all health care providers will comply with those directives in accordance with law.
17. Designate a surrogate to make health care decisions if you are or become incapacitated.
18. Ask for and receive information regarding your financial responsibility for the services.
19. Receive an itemized copy of the bill for your services, an explanation of charges, and description of the services that will be charged to your insurance.
20. Request any additional assistance necessary to understand and/or comply with One Health's administrative procedures and rules, access health care and related services, participate in treatments, or satisfy payment obligations by contacting us (see below).
21. File a grievance or complaint about One Health or its staff without fear of discrimination or retaliation and have it resolved in a fair, efficient and timely manner.

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### **ONE HEALTH PATIENT RESPONSIBILITIES**

You also have responsibilities that are an equally important part of providing quality health care.

#### **Your responsibilities as a patient of One Health:**

1. Provide accurate personal, financial, insurance, and medical information (including all current treatments and medications) prior to receiving services from One Health and its health care providers.
2. Follow all administrative and operational rules and procedures posted within One Health facility(s).
3. Behave at all times in a polite, courteous, considerate and respectful manner to all One Health staff and patients, including respecting the privacy and dignity of other patients.
4. Supervise your children while in One Health facility(s).
5. Refrain from abusive, harmful, threatening, or rude conduct towards other patients and/or One Health staff.
6. Do not carry any type of weapons or explosives into One Health facility(s).
7. Keep all scheduled appointments and arrivals on time.
8. Notify One Health no later than 24 hours (or as soon as possible within 24 hours) prior to the time of an appointment that you cannot keep the appointment as scheduled. Failure to follow this policy may result in being charged for the visit and/or being placed on a waiting list for the next visit.
9. Participate in and following the treatment plan recommended by your health care providers, to the extent you are able, and working with providers to achieve desired health outcomes.
10. Ask questions if you do not understand the explanation of (or information regarding) your diagnosis, treatment, prognosis, and/or planned course of treatment, alternatives or associated risks/benefits, or any other information provided to you regarding services.
11. Provide an explanation to your health care providers if refusing to (or are unable to) participate in treatment, to the extent you are able, and clearly communicate wants and needs.
12. Inform your health care providers of any changes or reactions to medication and/or treatment.
13. Familiarize yourself with your health benefits and any exclusions, deductibles, co-payments, and treatment costs.
14. As applicable, make a good faith effort to meet financial obligations, including promptly paying for services provided.
15. Advise One Health of any concerns, problems, or dissatisfaction with the services provided or the manner in which (or by whom) they are furnished.
16. Utilize all services, including grievance and complaint procedures, in a responsible, non-abusive manner, consistent with the rules and procedures of One Health (including being aware of One Health's obligation to treat all patients in an efficient and equitable manner).