



Client Rights and Responsibilities

The Nottawaseppi Huron Band of the Potawatomi (NHBP) Health and Human Services is committed to providing you with caring, quality services. As a client you have specific rights and responsibilities:

CLIENT RIGHTS

- To be treated as an individual, with dignity and respect for your privacy.
- To have your care provided to you by qualified professionals and to know the qualifications of your providers.
- To refuse care or services for whatever reason.
- To have access to policies and procedures that impact your care.
- To be fully informed and involved in your care plan including expected benefits and risks.
- To be treated in adequate facilities to meet your needs.
- To written explanations for denial of services and an opportunity to appeal.
- To have your information treated as confidential.
 - Information about you and your treatment will not be disclosed except as is required or allowed by law. These are some examples when your information may be disclosed:
 - If a law or court order requires the release of records.
 - If you or your legal representative consents to the release of your records to a specific person or entity.
 - Information required as part of insurance billing for services.
 - If you receive two or more NHBP Services and would benefit from care coordination via Case Consultation Services, as determined by your provider.
 - If a mental health professional feels that you are at risk of harming yourself or others, the police or others may be notified in accordance with the law.
 - If a staff member has information which is required to be reported to Child Protective Services (CPS) or Adult Protective Services (APS).

CLIENT RESPONSIBILITIES

- To communicate clearly and accurately any symptoms or changes in your health or medications.
- To provide an accurate and complete medical history.
- To participate in your care plan.
- Understand that your provider may vary with regard to race, religion, gender, and ethnic origin.
- If you cannot attend a scheduled appointment, you are required to provide us with notification with at least eight hours' notice, in accordance with the Late Arrival/No Show policy.
- You are required to act respectfully towards all NHBP Health and Human Services employees; if you have a complaint or a concern you are welcome to voice your concern to your provider in a respectful manner and/or complete a complaint form located in the waiting areas. At no time will violent, aggressive, threatening, sexual, or otherwise inappropriate behavior be tolerated.
- You are required to keep all tobacco use, inappropriate language, illegal drugs, alcohol, and weapons outside NHBP Health and Human Services Department at all times.
- If any of your responsibilities are not met, you will be provided with warnings and/or discharge from services in accordance with applicable Policies and Procedures.

Sources:

<https://www.ihs.gov/forpatients/patientsrights/>

Part 2, Chapter 7 of the Indian Health Manual