



SELDOVIA VILLAGE TRIBE

Tradition Integrated with Technology

Patient Rights & Responsibilities

Our Community Health Center uses evidence based care conducted in accordance with American Medical Association standards of care and treatment planning.

Our patients have a right to:

Access to Service — Receive equitable service regardless of your race, sex, religion, age, ethnic background, linguistic preference, education, social class, economic status, sexual orientation or disability.

Respect — Be treated with kindness, consideration and respect, free from stigma, humiliation, assumptions, mental, physical, sexual, and financial abuse.

Privacy — Be assured of privacy as it relates to personal, physical, social, religious and psychological well-being within the health center setting. Request a copy of the health center Notice of Privacy Practices.

Confidentiality — Be assured of strict confidentiality in personal matters, interpersonal relations, written medical records and access to your medical records.

Consent and Refusal — Receive a choice to informed consent or refusal of treatment and/or procedure in line with Alaska state law. (AS 47.30.836)

Safety — Receive care in a safe, sanitary environment that promotes privacy and is free from all forms of abuse, neglect, mistreatment or safety issues.

Disclosure — Receive disclosure if an unanticipated event takes place.

Participation — Be recognized as part of your care team with the right to participate in assessment of care requirements and in the development, ongoing review, evaluation and revision of your plan of care.

Personal Information — Request and be given information about your diagnosis, treatment, prognosis and potential consequences of treatment. To know any other significant information that would enable you to give informed consent and to review records pertaining to your care.

Choice — Be involved in the planning of medical services you are to receive and to consent to or refuse treatment (within limits of the law). Request to be seen by the provider of choice if the schedule and medical condition allow.

Pain Relief — Be assured of appropriate assessment and management of your pain, to include pain relief measures and to participate in pain management decisions. Your care provider may refuse to prescribe specific medications and instead, inform you of providers that specialize in chronic pain management.



SVT Health & Wellness Locations:

Seldovia, Alaska 99663 • 240 Fulmore Avenue | 907.435.3262 | fax: 907.234.7880

Homer, Alaska 99603 • 880 East End Road | 907.226.2228 | fax: 907.226.2230

Anchor Point, Alaska 99556 • 72351 Milo Fritz Avenue | 907.226.2238 | fax: 907.226.2336

Admin fax: 907.226.2343 | **Medical Records fax:** 907.435.3223

SVT Health & Wellness provides comprehensive medical and dental care to all patients in the communities of Seldovia, Homer, and Anchor Point. Discounts are available to all patients who qualify, based on income and family size.

www.svthw.org



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Continuity of Care — Receive referral to outside services and agencies that are necessary for continuity of care, and to expect follow-up.

Communication — Be provided an interpreter or help if you need assistance seeing, hearing or reading about your medical condition and care.

Accompaniment — Permit you to be accompanied by a person of your choosing, regardless of legal relationship.

Cost of Care — Request and receive a good faith estimate of the costs of your care before services are received.

Billing — Address questions and discuss a full accounting of charges for your medical care, regardless of source of payment.

Grievances — Have the ability to file a complaint about service- related issues or the treatment being provided without retaliation, and to obtain assistance in filing of a complaint and requesting an external review.

Your Responsibilities:

- Arrive on time for appointments.
- Show respect for the rights of other patients, staff and providers, including respect for property. Behave with respect and courtesy to others.
- Express concerns or complaints so they can be addressed.
- Confirm appointments, or call 907-226-2228 at least 48 hours in advance to avoid cancellation penalties.
- Provide accurate and complete information regarding your health status, including allergies and sensitivities. If you receive care, prescriptions, over-the-counter products, and dietary supplements at another location, hospital, or the emergency department, let us know so we can include this information in your medical records.
- Report any unexpected changes in your condition to your provider.
- Ask questions about anything you do not understand.
- When you are seen at another facility or clinic, please provide them with the contact information for your personal clinician here at SVT Health & Wellness.
- Share in health care decision-making and participate in the development of a mutually agreed upon treatment plan with your health care provider.
- Maintain as healthy a lifestyle as possible and follow through with your treatment plan.
- Let us know how we are doing by filling out a patient satisfaction survey.
- Provide up-to-date contact information, including the best way to reach you.



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- Take financial responsibility for payment of charges including:
 - Bringing your insurance card each time you come to the health center for services if you are insured.
 - Understanding your insurance plan and its coverage.
 - Paying for charges not covered by insurance.
 - Paying all co-payments and deductibles at the time of your visit.
 - Bringing in documentation of eligibility for a discount in a timely manner.
 - Applying for medical benefits that will help pay for your health care services if requested by clinics.
 - Contacting the Billing Department immediately to make payment arrangements if you cannot pay: 907-226-2228.



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