

Northwest Health Services

PATIENT RIGHTS

AS A PATIENT OF NORTHWEST HEALTH SERVICES, YOU HAVE THE RIGHT TO:

- Courteous and respectful treatment, including sensitivity toward your cultural values, personal values, beliefs, and preferences.
- Receive appropriate health care based on your needs and continuity of care from different health care professionals.
- Select your own primary care physician/care team and have an ongoing relationship with your or your child's PCP.
- Receive complete and current information about your treatment so that you can make informed decisions, including information about diagnosis, treatment, and prognosis, and the risks and benefits of recommended treatment; this includes information about prescribed medications and their purpose, possible side effects, and any alternatives to medication.
- Receive information in plain language; appropriate assistance will be provided if you cannot read or speak English or if you have a communication impairment.
- Refuse or terminate services or treatment (as permitted by law).
- Know and receive in writing, upon request, the following information about the professionals who work with you: 1) name and title; 2) license number; 3) the specialty, if any, of the provider responsible for coordinating your care; and 4) the name, business address, and telephone number of the professional's supervisor.
- Expect that the professional working with you has met the qualifications of training and experience required by law and to be informed, upon request, of the professional's education, training, and experience.
- Information about fees, the method of billing, insurance coverage, and whether we are willing to accept partial payment or to waive payment; also, information about the expected length and charges for those services, before receiving the services, and a right to reasonable notice of changes in services or charges.

- Refuse to give any information at any time; however, the lack of information may affect our ability to help you.
- Request a different professional, within the limits of our agency's clinical practices, health insurance, medical assistance, or other payment programs or agreements.
- A referral when you need services we cannot provide; we will also make a referral when you ask us to do so.
- Information about available health and social services in the community, upon request.
- A coordinated transfer when there will be a change in the provider of services.
- Privacy related to your health care: case discussion, consultation, examination and treatment are confidential and conducted discreetly.
- Confidentiality of your records, unless 1) you authorize in writing the release of these records, or 2) as provided by law. You are allowed access to your records according to state and federal law; this and other rights and restrictions concerning the privacy of your records are described in the Notice of Privacy Practices.
- Examine public records maintained by the licensing board or agency governing the practice of the professional(s) providing service to you. Upon request, the Department Manager will provide you with the address and telephone number of the licensing board or agency.

YOU MAY ASSERT YOUR RIGHTS WITHOUT RETALIATION. IF YOU HAVE QUESTIONS ABOUT YOUR RIGHTS, PLEASE ASK YOUR PROVIDER.

NON-DISCRIMINATION

We will not discriminate against you in the provision of care, treatment or services based on age, sex, race, creed, marital status, religion, national origin, disability, sexual preference, public assistance status or criminal record.

You have the right to be free from sexual harassment, sexual contact, verbal, physical or sexual abuse, and any form of exploitation by the staff treating you.

REPORTING A COMPLAINT

You may openly communicate your dissatisfaction, and raise questions or concerns about the service you have received without fear. Missouri Highlands wants to know about your dissatisfaction or concerns.

If you are dissatisfied with our services, please [contact us](#) or tell one of our staff. They all can assist you in resolving difficulties. If an individual staff member is unable to help you, they will involve your healthcare provider or the Department Manager in an attempt to resolve the problem. If you remain dissatisfied or still have concerns, you may file a formal complaint by contacting the following agencies:

Missouri Department of Health

912 Wildwood

Jefferson City, MO 65109

(573) 751-6400