Billings Clinic

Welcome to Billings Clinic

Patient Rights and Responsibilities

As a patient, you have a right to:

- Quality care provided by competent personnel in a considerate, respectful, and safe environment
- Confidentiality and personal privacy
- Make informed decisions about your care, including requesting or refusing treatment
- Actively participate in decision making and in developing and implementing your treatment, plan of care, discharge plan, and pain management plan
- Access your medical records
- Be free from seclusion and restraints, unless medically necessary
- Be free from discrimination, abuse, or harassment
- Formulate an advance directive
- Appoint a personal representative of your choice
- Receive a complete explanation of our charges and your bill
- Consult with another physician or request transfer to another facility
- Voice complaints without fear of reprisal and receive a timely response to your complaints
  - To voice a complaint or request an ethics committee consultation related to your care, call **(406) 238-5771**
  - You can also contact:
    - The Joint Commission **1-800-994-6610** or **complaint@jointcommission.org**
    - Montana Department of Public Health and Human Services: **(406) 444-2037** or **www.dphhs.mt.gov/qad**
    - U.S. Department of Health and Human Services **1-800-633-4227**

As a patient, you are responsible to:

- Share complete and accurate medical history and information
- Cooperate in your care and ask questions if you do not understand
- Actively participate in your care and follow instructions and medical orders
- Respect the needs, rights and property of other patients, family members and care givers
- Have family members or personal representatives authorize care if you are unable to communicate
- Meet your financial obligations
- Take only the drugs prescribed by your health care team and promote the healing process by refraining from alcohol or toxic substances during your care
- Know the extent of your insurance coverage and insurance requirements such as pre-authorization, deductibles, and co-payments
- Refrain from physical, verbal, or otherwise abusive, discriminatory, or harassing behavior towards other patients, visitors, and hospital personnel

Non-Discrimination

Billings Clinic is a not-for-profit health care organization committed to providing care to all persons regardless of race, creed, color, gender, age, national origin, disability, sexual orientation, or gender identity/expression. We accept persons covered by Medicaid or Medicare and we offer substantial charity care and financial assistance to those in financial need.

- If this facility provides emergency services, it must not deny those services to a person who needs them but cannot pay for them.

If you believe you have been discriminated against by Billings Clinic, contact Patient Relations at **238-5771** or the Office for Civil Rights at **1-800-368-1019**, **TDD 1-800-537-7697**, or **www.hhs.gov/ocr**.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-352-6736.
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-352-6736.
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-352-6736 まで、お電話にてご連絡ください。
FIIRO GAAR AH: Haddii aad adigu ku hadasho Kuush, adeegyada ka caawinta luqadda ayaad lacag la'aan ku heli kartaa. Wac 1-844-352-6736.
KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-844-352-6736.
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-352-6736.
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-352-6736 번으로 전화해 주십시오.
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-352-6736
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-352-6736.
MERK: Hvis du snakker norsk, er gratis språkassistansetjenester tilgjengelige for deg. Ring 1-844-352-6736.
ध्यान दिनुहोस्: तपाईले नेपाली बोल्नुहुन्छ भने तपाईको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-844-352-6736
เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-352-6736.

For a detailed listing of your patient rights and responsibilities, please request this from a member of our staff or visit www.billingsclinic.com.

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