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|--|---|---------------------------------------|--------------------------------------|
| <b>Patient Responsibilities Policy</b> |   |                                       |                                      |
| <b>FUNCTION/DEPARTMENT</b>             |   | <b>POLICY REFERENCE #</b>             |                                      |
| HIMS ~ Patient Registration            |   | PRG-003                               |                                      |
| <b>PROGRAM DISTRIBUTION</b>            |   |                                       |                                      |
| All HHC Departments and Patient        |   |                                       |                                      |
| <b>ORIGINAL EFFECTIVE DATE</b>         | <b>LAST POLICY REVIEW/REVISION DATE</b> | <b>NEXT SCHEDULED REVIEW/REVISION</b> | <b>DOCUMENT OWNER</b>                |
| 12/2025                                | 01/2026                                 | 01/2027                               | Director of Revenue Cycle Management |

**Applies To:** All patients and visitors of Haak’u Health Center

**1. Purpose**

The purpose of this policy is to define the responsibilities of patients receiving care at Haak’u Health Center (HHC). These responsibilities ensure safe, respectful, and culturally grounded healthcare for the communities and all individuals served by HHC.

**2. Policy Statement**

Haak’u Health Center is committed to delivering high-quality, culturally respectful healthcare rooted in the values of the Acoma Pueblo. Patients share responsibility in fostering a safe, healing environment by participating actively in their care, communicating openly, treating others with respect, and following HHC guidelines.

**3. Scope**

This policy applies to all individuals receiving services from Haak’u Health Center, including medical, dental, behavioral health, pharmacy, public health, and any other programs or departments operating under HHC.

**4. Patient Responsibilities**

**4.1 Provide Accurate Information**

Patients are responsible for:

- Providing complete and truthful information about their medical history, symptoms, medications, allergies, and other health-related factors.
- Updating HHC staff on any changes in their health or personal information (address, phone number, insurance, etc.).

**4.2 Participate in the Treatment Plan**

Patients are responsible for:

- Actively engaging in their treatment planning with HHC providers.
- Asking questions when they do not understand instructions.
- Following the treatment plan, medication directions, and care instructions agreed upon with their provider.

#### 4.3 Communicate Openly

Patients are responsible for:

- Informing staff if they are unable to follow parts of their treatment plan.
- Reporting unexpected changes in their condition, side effects, or concerns promptly.

#### 4.4 Show Respect for Staff, Patients, and Community Members

Patients are responsible for:

- Treating all staff, other patients, and visitors with courtesy, dignity, and respect in alignment with Acoma cultural values.
- Refraining from abusive, threatening, or disruptive behavior.
- Following HHC's expectations regarding conduct and communication on facility grounds.

#### 4.5 Maintain Appointments

Patients are responsible for:

- Arriving on time for scheduled appointments.
- Informing HHC as early as possible when they need to cancel or reschedule.
- Understanding that repeated no-shows may affect future scheduling.

#### 4.6 Accept Responsibility for Healthcare Decisions

Patients are responsible for:

- Understanding the possible outcomes of declining treatment or failing to follow medical recommendations.
- Asking clarifying questions to ensure informed decision-making.

#### 4.7 Safeguard Personal Belongings

Patients are responsible for:

- Keeping track of personal items while at HHC.
- Understanding that HHC is not responsible for lost or stolen belongings.

#### 4.8 Follow HHC Policies and Safety Guidelines

Patients are responsible for:

- Following infection-control procedures, mask requirements (when applicable), and safety instructions.
- Complying with visitors' rules and general facility guidelines.
- Using emergency services appropriately and only when necessary.

#### 4.9 Fulfill Financial Responsibilities

Patients are responsible for:

- Providing accurate insurance information and required documentation.
- Understanding their coverage, including referrals, co-pays, and deductibles.
- Paying balances in a timely manner or coordinating with HHC billing staff as needed.

**5. Enforcement**

Failure to meet these responsibilities may result in:

- Appointment limitations or rescheduling requirements.
- Removal from the premises in cases of threatening or abusive behavior.
- Coordination with security, law enforcement, or tribal authorities when appropriate.

HHC is committed to resolving concerns respectfully and collaboratively, honoring the cultural values of the Acoma Pueblo.

**6. Review and Revision**

This policy will be reviewed every two (2) years, or sooner if organizational, regulatory, or accreditation changes require updates.

| <b>Reviewed for Approval</b> |   |
|------------------------------|---|
| <b>Signature:</b>            | _____   |
|                              | <b>Nohemy Rosales</b> <span style="float: right;">Date</span><br>Director of Revenue Cycle Management, Haak'u Health Center |
| <b>Approved</b>              |   |
| <b>Signature:</b>            | _____   |
|                              | <b>(NAME)</b> <span style="float: right;">Date</span><br>Chief Financial Officer, Haak'u Health Center                      |
| <b>Signature:</b>            | _____   |
|                              | <b>Janay Maupin</b> <span style="float: right;">Date</span><br>Chief Executive Financial, Haak'u Health Center              |
| <b>Signature:</b>            | _____   |
|                              | <b>Kirk Riley</b> <span style="float: right;">Date</span><br>Health Board Chair, Haak'u Health Center                       |