

Our Mission

*Excellence in Healthcare Services
to Native Americans and All
Community Members*

Northern Valley Indian Health believes
that every patient deserves to be treated
with respect, dignity and concern.

Please take a few moments to read the
information in this brochure on NVIH
Patient Rights & Responsibilities.

EIGHT LOCATIONS TO SERVE YOU

• MEDICAL • BEHAVIORAL HEALTH • DENTAL

CHICO

Chico – Cohasset Road ●●●

DENTAL AND WOMEN'S HEALTH CENTER

500 Cohasset Road, Suite 15 | (530) 433-2500

Chico – Concord Ave ●●

1990 Concord Ave. | (530) 809-3300

Chico – East Ave ●●●

845 W. East Ave. | (530) 896-9400

Chico – Springfield Drive ●●

CHILDREN'S HEALTH CENTER

1515 Springfield Drive #175 | (530) 781-1440

Mobile Dental Clinic ●

(530) 520-6913

RED BLUFF

Red Bluff ●

2500 N. Main St. | (530) 529-2567

WILLOWS

Willows ●●●

207 N. Butte St. | (530) 934-4641

WOODLAND

Woodland – Court Street ●●

175 W. Court St. | (530) 661-4400

Woodland – Gibson Road ●●

1280 E. Gibson Rd. | (530) 650-4500



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Patient Rights & Responsibilities

NVIH Patient Rights & Responsibilities



NVIH PATIENT RIGHTS

Every NVIH Patient:

- Has the right to considerate and respectful healthcare.
- Has the right to have their heritage and cultural beliefs respected.
- Can reasonably expect to obtain from the Provider complete and current information of their diagnosis and treatment and prognosis in language terms that the patient can understand. In such cases where it is not medically advisable to give such information to the patient, the information may be made available to the appropriate person on their behalf.
- Has the right to know, by name and title, the staff person responsible for coordination of their healthcare.
- Has the right to every consideration of their privacy and individuality as it relates to their social, religious, ethnic, and psychological well-being.
- Has the right to privacy as it relates to their personal health information.
- Has the right to expect NVIH to make reasonable responses to requests.
- Has the right to obtain information as to the relationship of NVIH to other healthcare and related organizations in so far as their healthcare is concerned.
- Has the right to expect reasonable continuity of care which shall include, but is not limited to, the appointment hours when the Provider is available.
- Has the right to obtain all information necessary to give informed consent prior to the start of any treatment or procedure.
- Has the right to refuse treatment to the extent permitted by law, also to be informed of the consequence of his/her action.
- Has the right to examine and receive an explanation of his/her bill regardless of source of payment.
- Has the right to access the grievance process of complaints against the Clinic or its staff.
- Has the right to expect confidentiality of their personal health information.



NVIH PATIENT RESPONSIBILITIES

Every NVIH Patient:

- Is responsible for keeping all appointments that have been made for him/her. If you cannot keep an appointment, notification must be given to the Clinic one-business day in advance.
- Is responsible for being honest and direct with the people caring for him/her. Tell us exactly how you feel about things that are happening to you. Don't hide information.
- Is responsible for reporting any change in his/her health to the person(s) treating him/her.
- Is responsible for understanding his/her healthcare related condition and treatment plan to the best of his/her ability and satisfaction. Understanding your healthcare related problem is often important for the success of the treatment plan. If you do not understand, ask your healthcare provider to further explain.
- A Parent/Legal Guardian is responsible for accompanying a MINOR patient to all healthcare appointments* unless proper consents are obtained from parent for non-parent adult to accompany minor.

**EXCEPTIONS: As per CA Family Minor Consent Laws.*