



Member Rights and Responsibilities

POLICY: The Native American Rehabilitation Association of the Northwest, Inc. (NARA NW) shall provide care, treatment and services in a manner that respects and fosters the member's dignity, autonomy, civil rights and involvement in their care.

PURPOSE: Consistent with the goals, policies and values inherent in the holistic health and wellness philosophy of NARA NW, all members and families will be assured of specific rights, including being informed of member responsibilities, so NARA NW can provide the best and most effective member care.

Procedure:

NARA NW will maintain a Member Bill of Rights and Responsibilities that complies with Indian Health Service guidelines, any accreditation requirements and the Oregon Administrative Rules.

- ◆ Upon request a member and/or their representative may receive these rights in an alternate format or language appropriate for their needs;
- ◆ The member and/or their representative may request, and will be given, a detailed list of the Member Rights and Responsibilities;
- ◆ A copy of the Member Rights and Responsibilities will be posted in the Waiting Room at all NARA NW treatment locations.
- ◆ The Member Rights and Responsibilities will be updated as required. Handouts and postings will be updated as necessary and all members will be informed of any changes to these rights and responsibilities.

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You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 833-689-2645 or TTY 711.