



Southeastern Idaho Public Health

SOUTHEASTERN IDAHO PUBLIC HEALTH CLIENT BILL OF RIGHTS

Clients of Southeastern Idaho Public Health (SIPH) and their families have a right to expect the following:

Access to Care

Individuals shall be accorded impartial access to treatment or services that are available regardless of race, color, sex, national origin, creed, religion, age, mental or physical disability, sexual orientation, gender identity, marital status, veteran status, or inability to speak English, or diagnosis.

Respect and Dignity

The client has the right to considerate, respectful service at all times and under all circumstances with recognition of his/her personal dignity.

Privacy and Confidentiality

The client has the right, with the law (Health Information Portability and Accountability Act – HIPAA) to personal and information privacy and to expect that all communications and records pertaining to his/her service will be treated as confidential. In addition, the Privacy Policy is available on the District's website (www.siphidaho.org).

Personal Safety

The client has the right *to expect to be safe while receiving* Health Department services. In the event a client is involved in an incident while obtaining services at SIPH, proper documentation of the event is required. SDHD staff must complete the Incident Report Form and give it to his/her supervisor immediately for follow-up with the client.

Information

The client has the right to obtain from the staff responsible for coordinating his/her services, complete and current information regarding services to be provided. This information should be communicated in terms the client can reasonably be expected to understand.

Consent

The client has the right to informed participation in decisions involving his/her service. Teaching or counseling will be provided to enable the client to understand treatment or service options prior to their consent.

Refusal of Treatment

The client may refuse services to the extent permitted by law. The client has the right to present grievances about services without fear of discrimination or reprisal, to have grievances investigated and be informed of the resolutions.

SIPH Program Charges

The client has the right to examine and receive an explanation of his/her bill regardless of source of payment. The client also has the right to be informed of the range of charges that apply to the services rendered.

Any client who believes their rights have been violated should be referred to the appropriate Program Coordinator or Division Manager who will then inform the client of the SIPH Grievance Procedure.