

Providing the following:

Dental Care

*(Cleaning, Root Canals (some), Fillings,
Extractions, Emergencies)*

Diabetes Care

(Prevention, Education, Management)

Fitness / Wellness

(Yoga, Pilates, Stretching, Kick Boxing, Aerobics)

Family Medicine

(Primary Care, Preventive Medicine)

Mental Health Services

(Counseling, Case Management)

Nutrition

(Classes, Counseling)

Health Screenings

*(Hearing, Vision, Dental, Diabetes,
Cholesterol, Hypertension, Cancer)*

Substance Abuse Services

(Groups, Prevention, Counseling)

Women's Health

*(Self or Clinical Breast Exam, Mammograms,
Pap Test, Prenatal Education)*

HO`OLA LAHUI HAWAI`I

The Native Hawaiian
Health Care System
and Community Health Center



Rights, Responsibilities and Communication Handbook

The mission of Ho`ola Lahui Hawai`i is to promote health and wellness through innovative and culturally appropriate services for Native Hawaiians, their families and others in need.

**HO`OLA LAHUI HAWAI`I
(HLH)**

P.O. Box 3990
4491 Rice Street, Unit 6
Lihu'e, Kaua'i, Hawai'i
(808) 246-3511
Fax: (808) 246-9551

**KAUA`I COMMUNITY
HEALTH CENTER
(KCHC)**

P.O. Box 487
4643-B Waimea Canyon Drive
Waimea, Kaua'i, Hawai'i
(808) 338-1855
Fax: (808) 338-1606

RIGHTS & RESPONSIBILITIES

You have the right to:

- Obtain health care services of high quality, delivered in a manner which shows respect for your personal privacy and individual dignity;
- Have health care services delivered in a setting designed for comfort and convenience, at a cost related to your ability to pay;
- Accept or reject health care services after receiving in writing information about the health care services offered;
- Receive an explanation of fees before service is provided;
- Receive explanations of the purpose, meaning and results of tests and procedures performed;
- Expect that information from your records will not be released without your prior consent, except in medical or dental emergencies and as such otherwise provided by law;
- Be heard. HLH/KCHC welcome your feedback and comments about services received;
- Be told the name of a person to whom your comments of services can be given;
- Receive a Notice of Privacy Practices which describes how health information about you may be used and disclosed and how you can get access to this information.

Your Responsibility:

- You and your family have the responsibility to arrive on-time for your appointment. A fifteen minute grace period will be given to all patients.
- If you or a friend bring children to a HLH/KCHC program, you have the responsibility to supervise and take care of them;
- You are to keep HLH/KCHC informed of any changes in your address, phone number, monthly income and medical and/or dental insurance status;
- You, family members and friends have the responsibility to be clean and sober. Anyone requesting service who is under the influence of alcohol or drugs will be denied service;
- You, your family and friends have the responsibility to treat staff, other clients and patients with respect;
- Anyone who uses abusive language toward staff or other clients and patients will be denied service and asked to leave.
- Anyone threatening staff, other clients or patients will be asked to leave HLH/KCHC.

COMMUNICATION PROCEDURE

Ho`ola Lahui Hawai`i / Kaua`i Community Health Center believes in your right to comment or give feedback about the services you have received or about the way services are provided. We welcome your input regarding any matter of concern you might have. Throughout the communication process, you will be kept informed of the status of your concern. Upon resolution, you will receive a letter in writing stating the outcome.

Step 1: Inform us about the way things seem to be going. Discuss the matter of concern with a staff member. He/she will review this procedure and provide a copy to you.

Step 2: If your discussion with the staff member does not resolve the issue, ask him/her to set up a meeting with his/her supervisor. The supervisor will contact you within three (3) business days. The supervisor will discuss the matter with you. Beginning with your contact with the supervisor and in each step that follows, you may bring in anyone whom you think might help to explain your concern.

Step 3: If talking with the supervisor does not give you satisfaction, then the supervisor will refer and explain the matter to the Chief Operations Officer. The Chief Operations Officer will contact you within three (3) business days of receiving the matter from the supervisor and ask you to come in and see him/her to discuss your concerns, and hopefully arrive at a mutual solution.

Step 4: If the outcome of your discussion with the Chief Operations Officer is not satisfactory to you, then the Chief Operations Officer will refer the matter to the Chief Executive Officer, explaining the concern. The Chief Executive Officer will contact you within three (3) business days of receiving the matter from the Chief Operations Officer and ask you to come in to discuss your concerns, and hopefully arrive at a mutual solution.

Step 5: If the outcome of your discussion with the Chief Executive Officer is not satisfactory to you, the matter will be referred to the Board of Directors. The Board of Directors will call and ask you to come in to see them to discuss your concern and reach a resolution.

Within fifteen (15) working days of your contact with the Board of Directors, you will receive a written response with their recommendations. Any decision by the Board of Directors is final.

A copy of the written response will be filed with your Ho`ola Lahui Hawai`i / Kauai` Community Health Center record.