

FREQUENTLY ASKED QUESTIONS

How do I know my patient information is kept confidential?

All NTHWC employees, including contractors, are required to take annual training and to follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy, Security, and Breach Notification Rules. They are the main federal laws that protect health information.

The Privacy Rule gives you rights with respect to your health information. The Privacy Rule also sets limits on how your health information can be used and shared with others. The Security Rule sets rules for how your health information must be kept secure with administrative, technical, and physical safeguards. We have policies in place for audits and compliance.

What do I do if I have a question about a referral?

If you have questions about referrals, please call the Business Office at (360) 459-5312 and choose option #6 or call the Business Office directly at (360) 486-9599.

How can I update my phone, address, or insurance?

If you have a new phone number, address, insurance or would like assistance applying for coverage; Medicaid, please call Registration/Benefits in the Business Office at (360) 459-5312 and choose option #6 or call the Business Office directly at (360) 486-9599.

What do I do if I have a billing question?

If you have any questions regarding medical bills, or phone calls pertaining to your outside medical services that you may have received, or concerns about your billing, please call the Business Office at (360) 459-5312 and choose option #6 or call the Business Office directly at (360) 486-9599.

How can I reschedule my appointment?

Please call the department where your appointment is scheduled. For example, to reschedule a medical appointment, call the medical department.

How do I submit a comment, concern, complaint, grievance or any other feedback?

You may request to speak with any employee or complete a patient feedback form describing the incident to the compliance officer.

Comments, concerns, complaints, and grievances are evaluated regularly by the Compliance Officer, the Risk Management Committee, and are reported to the Nisqually Health Board.