

MEMBER BILL OF RIGHTS & RESPONSIBILITIES

PATIENT RIGHTS

You have the right to:

- * Respectful and considerate care.
- * Know the names, titles and qualifications of all who provide your care.
- * Full consideration of privacy and confidentiality with regards to information and records of your care.
- * Information regarding diagnoses, evaluations, treatments and prospects for recovery in terms you can understand.
- * Participate actively in decisions regarding your healthcare, including information about any proposed treatment or procedure, in order to give informed consent or refusal. Except in emergencies, this information shall include a description of the options for treatment and the risks and advantages of each.
- * Know the medication prescribed for you; what they are, what they are for, how to take them properly and possible side effects.
- * Have 24-hour access to your primary care physician or a covering physician. If out-of-area or traveling, receive emergency care if needed.
- * Change primary care or specialty physicians if other qualified physicians are available.
- * Be provided with information about your health plan.
- * Voice concerns and make suggestions regarding the organization and/or the care provided, including being informed of grievance procedures.
- * Examine and receive an explanation of your bills for service, regardless of the source of payment.

PATIENT RESPONSIBILITIES

You have the responsibility to:

- * Respect the rights, property and environment of all physicians, health care professionals, employees and other patients.
- * Know the benefits and exclusions of your coverage.
- * Provide your healthcare provider with complete and accurate information about present symptoms, past illnesses, hospitalizations, medications and other health matters.
- * Report unexpected changes in your condition.
- * Clearly understand a contemplated course of action and follow the treatment plan agreed upon by you and your physician.
- * Keep your appointments and, if unable to do so, notify the office as soon as possible.
- * Contact your primary care physician for any care needed after regular office hours.
- * Know how to access healthcare services in routine, urgent and emergency situations.
- * Engage in behaviors that promote good health, including nutrition, physical activity, and health risk avoidance and seek periodic health screening evaluations as recommended by your care provider.
- * Be responsible for meeting the financial obligations of your medical care as promptly as possible.
- * For HMO members, receive a referral from your primary physician and a prior authorization before seeking treatment from a specialist or other healthcare provider.