

## Statement of Patient Rights and Responsibilities

- You have the right to be treated with dignity and respect.
- You have the right to fair treatment, regardless of your race, religions, gender, ethnicity, age, disability, or source of payment.
- You have the right to have your treatment and other member information kept private. Only where permitted by law, may records be released without your permission.
- You have the right to easily access timely care in a timely fashion.
- You have the right to know about your treatment choices. This is regardless of cost or coverage by your benefit plan.
- You have the right to have a clear explanation of your condition and treatment options.
- You have the right to information about clinical guidelines used in providing and managing your care.
- You have right to ask your provider about their work history and training.
- You have right to give input on the Patients' Rights and Responsibilities policy.
- You have a right to know about advocacy and community groups and prevention services.
- You have the right to freely file a complaint or appeal and to learn how to do so.
- You have the right to know of your rights and responsibilities in the treatment process.
- You have the right to receive services that will not jeopardize your employment.
- You have the right to list certain preferences in a provider.
- If you want to see your records, please discuss it with your provider. In some cases, a patient's access to these records should be limited for health reasons. If you want a copy of your records, there will be a charge for the copy.
- You have the right to refuse any drugs, treatments, or procedures. Your provider should explain to you what can happen if you refuse.
- You may be asked to sign a consent form if you do refuse drugs, treatment, or procedures. You may also be asked to sign a consent form if you leave the place of care against medical advice.
- You have the right to voice questions, concerns, or comments to your health care provider or you may contact the Pennsylvania Department of Health, Acute and Ambulatory Care Services, P.O. Box 90, Harrisburg, PA 1718-0090, telephone 1-800-254-5164.
- You have the right to access the Ethics process.
- You have the responsibility to treat those giving you care with dignity and respect.
- You have the responsibility to follow the treatment plan. The plan of care is to be agreed upon by the members provider.
- You have the responsibility to follow the agreed upon medication plan.
- You have the responsibility to tell your provider and primary care physician about medication changes, including medications give to you by others.
- You have the responsibility to keep your appointments. You should call your provider as soon as you know you must cancel visits.
- You have the responsibility to let your provider know when the treatment plan is not working for you.
- You have the responsibility to let your provider know about problems with paying fees.
- You have the responsibility to report abuse and fraud.
- You have the responsibility to openly report concerns about the quality of care you receive.