

Patient Rights and Responsibilities

As an enrollee, you have a right to:

- Quality care provided by competent personnel in a considerate, respectful, and safe environment
- Know the identity and professional status of your caregivers
- Interpreters and/or special equipment to assist language needs
- Confidentiality of your medical and billing records and personal privacy within the law.
- Make informed decisions about your care, including requesting or refusing treatment
- Receive all medical information regarding health status, including alternatives and risks
- Actively participate in decisions about your care and in developing and accepting your treatment and pain management plan
- Be treated for any side effects that pain medications may cause
- Access and review your medical records and to have the information explained within a reasonable time frame.
- Be free from isolation and restraints, unless medically necessary
- Be free from discrimination, abuse, or harassment
- Prepare an advance directive
- Appoint a personal representative of your choice
- Receive a complete explanation of charges and your bill
- Consult with another physician or request transfer to another location
- Voice complaints without fear of reprisal and receive a timely response.
 - To voice a complaint, communicate concerns or request an ethics consultation related to your care, call First Continental Life and Accident Insurance at 1-800-660-6064

As a patient, you are expected to:

- Share complete and accurate medical history and information
- Cooperate in your care and ask questions if you do not understand
- Actively participate in your care and follow instructions and medical orders
- Give informed consent prior to the start of any tests, surgery, procedure or treatment. You may also withdraw your consent at any time
- Request a second opinion
- Choose or change your health care provider
- Ask your provider any questions about pain or the treatment of pain.
- Respect the needs, rights and property of other patients, family members and care givers
- Have family members or personal representatives authorize care if you are unable to communicate
- Take only the drugs prescribed by your health care team and promote the healing process by refraining from alcohol or toxic substances during your care
- Know the extent of your insurance coverage and requirements such as pre-authorization, deductibles and co-payments; call customer services with questions and concerns
- Meet your financial obligations

Five Steps to Safer Care

- 1** Ask questions if you have doubts or concerns.
- 2** Keep and bring a list of ALL the medicines you take when you visit your provider
- 3** Get the results of any test or procedure.
- 4** Talk to your provider about what is best for your health
- 5** Make sure you understand what will happen if you need more procedures or care

* U.S. Department of Health & Human Services in partnership with the American Medical Association.