

Patient Bill Of Rights

Information Disclosure

Patients have the right to receive accurate, easily understood information about their health plans, professionals, and facilities.

Choice of Providers

Patients have the right to a choice of health care providers, sufficient to ensure access to appropriate high quality health care.

Participation in Treatment Decisions

Patients have the right and responsibility to fully participate in all decisions related to their health care. Patients who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members or other conservators.

Respect & Nondiscrimination

Patients have the right to considerate, respectful care from all members of the health care system. Patients must not be discriminated against in the delivery of health care services. An environment of mutual respect is essential to maintain a quality health care system. Patients must not be discriminated against in the delivery of health care services consistent with the benefits covered in their policy or as required by law.

Confidentiality of Health Information

Patients have the right to communicate with health care providers in confidence and have the confidentiality of their individually identifiable health care information protected.

Complaints & Appeals

All patients have the right to a fair and efficient process for resolving differences with their health plans, health care providers and the institutions that serve them.

Patient Responsibilities

Greater individual involvement by patients in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost conscious environment. Among other acts, patients should (1) take responsibility for maximizing healthy habits, (2) become involved in specific health care decisions, working collaboratively with providers, (3) disclose relevant information, wants and needs, (4) use the health plan's complaint and appeal process to address concerns, (5) recognize the limits of medical science, and the fallibility and competing responsibilities of providers, (6) understand health plan coverage, options, and requirements, (7) meet financial obligations, and (8) report wrongdoing and fraud.