

PATIENT RIGHTS AND RESPONSIBILITIES

- * Patients have the right to be treated with personal dignity and respect.
- * Patients have the right to care that is considerate and respects members' personal values and belief system.
- * Patients have the right to personal privacy and confidentiality of information.
- * Patients have the right to receive information about managed care company's services, practitioners, clinical guidelines, and patient rights and responsibilities.
- * Patients have the right to reasonable access to care, regardless of race, religion, gender, sexual orientation, ethnicity, age or disability.

- * Patients have the right to participate in an informed way in the decision making process regarding their treatment planning.
- * Patients have the right to discuss with their providers the medically necessary treatment options for their condition regardless of cost or benefit coverage.
- * Patients have the right of members' family to participate in treatment planning as well as the rights of members over 12 years old to participate in such planning.
- * Patients have the right to individual treatment, including:
 1. Adequate and humane services regardless of the source(s) of financial support.
 2. Provision of services within the least restrictive environment possible.
 3. An individualized treatment of program plan.
 4. Periodic review of the treatment or program plan.
 5. An adequate number of competent, qualified, and experienced professional clinical staff to supervise and carry out the treatment or program plan.

- * Patients have the right to participate in the consideration of ethical issues that arise in the provision of care and services, including:
 1. Resolving conflict
 2. Withholding resuscitative services.
 3. Forgoing or withdrawing life-sustaining treatment.
 4. Participating in investigational studies or clinical trials.

- * Patients have the right to designate a surrogate decision-maker if the member is incapable of understanding a proposed treatment or procedure or is unable to communicate his or her wishes regarding care.
- * Patients and their families have the right to be informed of their rights in a language they understand.
- * Patients have the right to voice complaints or appeals about managed care company or the care provider.
- * Patients have the right to make recommendations regarding managed care company rights and responsibilities policies.
- * Patients have the right to be informed of rules and regulations regarding patients' conduct.
- * Patients have the responsibility to give their provider and managed care company information needed in order to receive care.
- * Patients have the responsibility to follow their agreed upon treatment plan and instructions for care.
- * Patients have the responsibility to participate, to the degree possible, in the understanding their behavioral health problems and developing with their provider mutually agreed upon treatment goals.

I have been given a copy of the Notice of Privacy Practices.

Patient Signature: _____

Date: _____

Parent/Guardian Signature: _____

Date: _____