

Patient Rights and Responsibilities

- **Patients have the right to be treated with dignity and respect.**
- **Patients have the right to fair treatment regardless of their race, color, natural origin, religion, sex, ethnicity, age, disability or source of payment.**
- **Patients have the right to have their treatment and other member information kept private. Only where permitted by law, may records be released without patient's permission.**
- **Patients have the right to easily access timely care in a timely fashion.**
- **Patients have the right to know about their treatment choices. This is regardless of cost or coverage by the member's benefit plan.**
- **Patients have the right to share in developing their plan of care.**
- **Patients have the right to information in a language they can understand.**
- **Patients have the right to have a clear explanation of their condition and treatment options.**
- **Patients have the right to information about clinical guidelines used in providing and managing their care.**
- **Patients have the right to ask their provider about their work history and training.**
- **Patients have the right to give input on the Patients' Rights and Responsibilities policy.**
- **Patients have a right to know about advocacy and community groups and prevention services.**
- **Patients have the right to freely file a complaint or appeal and to learn how to do so.**
- **Patients have a right to access their medical records according to practice guidelines.**
- **Patients are not excluded or treated differently because of race, color, national origin, age, disability or sex.**