



I. INFORMATION DISCLOSURE

You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.

II. PARTICIPATION IN TREATMENT DECISIONS

You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.

III. RESPECT AND NONDISCRIMINATION

You have the right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other health care providers. This applies to discrimination based on race, color, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability, age, genetic information, marital status, citizenship, sexual orientation, or gender identity.

IV. CONFIDENTIALITY OF HEALTH INFORMATION

You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant, or complete.

V. COMPLAINTS AND APPEALS

You have the right to a fair, fast and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

VI. CONSUMER RESPONSIBILITIES

1. Take responsibility for maximizing healthy habits, such as exercising, not smoking, and eating a healthy diet.
2. Become involved in specific health care decisions.
3. Work collaboratively with health care providers in developing and carrying out agreed-upon treatment plans.
4. Disclose relevant information and clearly communicate wants and needs.
5. Use the internal complaint and appeal process to address concerns that may arise.
6. Avoid knowingly spreading disease.
7. Recognize the reality of risks and limits of the science of medical care and the human fallibility of the health care professional.
8. Be aware of a health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
9. Become knowledgeable about his or her health plan coverage and health plan options (when available) including all covered benefits, limitations and exclusions, rules regarding use of information, and the process to appeal coverage decisions.
10. Show respect for other patients and health workers, including not making discriminatory remarks, sexual comments, or verbal or physical threats.
11. Make a good-faith effort to meet financial obligations.
12. Abide by administrative and operational procedures of the health plans and health care providers.
13. Report wrongdoing and fraud to appropriate resources or legal authorities.
14. Keep scheduled appointments and call 24 hours in advance if you cannot make an appointment.
15. Not be under the influence of drugs or alcohol when attending appointments.
16. Apply for healthcare benefit and entitlement programs as advised.