

BILL OF RIGHTS ENGLISH

The Member has the right to:	The Member has the responsibility to:
1. Exercise these rights without regard to gender, sexual orientation or cultural, economic, educational, or religious background.	1. Be familiar with the benefits and exclusions of the member's health plan coverage.
2. Be provided with information about Sharp Community Medical Group, its services, and the health care service delivery process.	2. Provide the member's health care provider with complete and accurate information.
3. Be informed of the name and qualifications of the health care provider who has primary responsibility for coordinating the member's care; and be informed of the names, qualifications, and specialties of other physicians and non-physicians who are involved in the member's care.	3. Be on time for all appointments and notify the health care provider's office for appointment cancellations or rescheduling.
4. Have 24-hour access to the member's health care provider (or covering physician).	4. Report changes in the member's condition according to health care provider instructions.
5. Receive complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment or non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable to the member, in order to give informed consent or to refuse that course of treatment.	5. Inform health care providers of member's inability to understand the information given to them.
6. Actively participate in decisions regarding the member's health care a treatment plan. To the extent permitted by law, this includes the right to refuse any procedure or treatment. If the recommended procedure or treatment is refused, an explanation will be given addressing the effect that this will have on the member's health.	6. Carry out the treatment plan that has been developed and agreed upon by health care provider and the member.
7. Be treated with respect and dignity.	7. Contact the member's health care provider or covering physician for any care that is needed after that physician's normal office hours.
8. Receive considerate and respectful care with full consideration of the member's privacy.	8. Treat the health care provider and staff with respect.
9. Receive confidential treatment of all information and records associated with member's care.	9. Obtain an authorized referral from the member's health care provider for a visit to a specialist and/or receipt of any specialty care.
10. Express opinions or concerns about the health care provider or the care provided, and offer recommendations to the Member Service Department of Sharp Community Medical Group.	10. Be familiar and comply with the health care provider delivery system regarding access to routine, urgent, and emergent care.
11. Be informed of the member grievance and appeal process.	11. Have all of these responsibilities apply to the person who has the legal responsibility to make health care decisions for the member.
12. Change health care provider by contacting the Health Plan Member Services Department.	12. Respect the rights, property and environment of the health care provider's office.
13. Receive reasonable continuity of care and be given timely and sensible responses to questions and requests made for service.	
14. Be informed of continuing health care requirements following office visits, treatments, procedures, and hospitalizations.	
15. Have all members' rights apply to the person who has the legal responsibility to make health care decisions for the member.	