

PATIENT'S

RIGHTS

- » You have the right to be treated with respect by your MediPass provider and his/her office staff.
- » You have the right to understand your illness or disability.
- » You have the right to be told about the treatment your provider advises before it is done.
- » You have the right to refuse treatment to the extent of the law and to be told of a treatment's possible outcomes.
- » You have the right to talk to your provider and to expect that your records and conversations will be kept private.
- » You have the right to choose your own MediPass provider. However, if you do not make a selection, one will be chosen for you.
- » You have the right to understand the MediPass program. You may call the MediPass office whenever you have a question about the program.
- » You have the right to know about all medical services covered by MediPass and Medicaid.
- » You have the right to make a confidential complaint about MediPass and receive an answer.
- » You have the right to receive information about MediPass and Medicaid programs in an accessible/understandable format.
- » You have the right to receive quality health care services, regardless of your race, national origin, religion or disability.
- » You have the right to treatment for any emergency medical condition that may cause death or permanent harm from delay in receiving care.

PATIENT'S

RESPONSIBILITIES

- » You must treat your MediPass provider, his/her office staff and other patients with respect.
- » You must tell your provider about all of your medical problems and report any changes in your health.
- » You must decide whether or not to have a treatment or procedure before it is done. Then you must follow the treatment plan you and your doctor agree on. You must talk to your doctor and ask questions if you do not understand the treatment plan.
- » You are responsible for what might happen if you refuse the treatment your provider advises or if you do not follow your doctor's instructions during treatment.
- » You must help your provider get your previous medical records or fill out new ones.
- » You must get approval from your MediPass doctor to see another doctor or a specialist (except for dental, vision, mental health, family planning).
- » You must keep appointments and be on time or call your provider when you are going to be late or cannot keep the appointment.
- » You must get all of your medical services from the right provider. Your MediPass doctor will arrange for all your healthcare needs.
- » You must state your complaints, concerns and opinions in a polite way.
- » You must inform Medicaid staff of the nature of your disability and the need for information to be presented in a different format (for example, MediPass will give you the information in large print if requested).
- » You must inform medical providers of your disability so they can make the necessary accommodations/arrangements to insure that you receive non-discriminatory services.
- » You must pay all copayments on time.