

PATIENT RIGHTS AND RESPONSIBILITIES

HIGH DESERT MEDICAL GROUP PATIENTS HAVE THE RIGHT:

To the highest quality healthcare possible.

To receive appropriate care, treatment, and consideration.

To be treated with dignity, courtesy and respect.

To participate actively in decisions regarding healthcare including refusing treatment, if desired (to the extent permitted by law).

To receive full consideration of privacy and confidentiality during healthcare consultation, examination and treatment.

To confidential treatment of all communications and records pertaining to medical care.

To receive complete information about their health condition, to have input into proposed treatment plans and alternatives, including non-treatment, or second opinion, in order to give "informed consent" or to refuse treatment.

To reasonable responses to any reasonable requests they may make for service.

To leave the physician's office or facility at any time, even against medical advice.

To be informed of continuing healthcare requirements following discharge from the physician's office or hospital.

To know the cost of care and treatment and receive an explanation when required.

To receive information about the PMG/IPA services, its practitioners, providers and member's rights and responsibilities.

To voice a complaint or appeal about the PMG/IPA or care that was provided.

To be represented by parents, guardians, family members or other conservators if members are unable to fully participate in their treatment plan.



HIGH DESERT MEDICAL GROUP PATIENTS HAVE THE RESPONSIBILITY:

To keep scheduled appointments.

To provide complete information about past health.

To let us know if they don't understand, or can't follow, our healthcare instructions.

To participate fully in the treatment program they and their physician have agreed to.

To provide information about current medications or treatment being rendered by other physicians.

To know how to access healthcare services in routine, urgent and emergency situations.

To know the benefits and exclusions of their insurance coverage.

Public declarations are made via posters, member handbooks, newsletters or mission statements that provision of health services is not influenced by member race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.