

To provide an effective community access healthcare program, Priority Health Care (PHC) is committed to maintaining a mutually respectable relationship with its members. When PHC makes clear expectations regarding the rights and responsibilities of members, it creates a structure for cooperation among members, practitioners, and providers.

## Patient Rights:

- The member has the right to receive information about PHC, its services, its physicians and other health and human service professionals.
- The member has the right to be treated with respect, and recognition of their dignity and right to privacy.
- The member has the right to participate in decision making regarding his/her healthcare and human service needs.
- The member has a right to voice a complaint or appeal about PHC or the care provided.
- The member has the right to confidential treatment of medical information.
- The member has the right to reasonable access to his/her medical record in accordance with applicable State and Federal regulations.
- The member has the right to reasonable access to medical services.

## Patient Responsibilities:

- The member has the responsibility to communicate, to the extent possible, information to participating practitioners and providers needed in order to adequately provide care and services for the member.
- The member has the responsibility to utilize his/her primary care physician (PCP) for the coordination of health care services, especially for care by specialists and hospitals.
- The member has the responsibility to take an active role in health and human service decisions with his/her practitioners and providers.
- The member has the responsibility to ask questions to assure understanding of the explanations and instructions given.
- The member has the responsibility to treat others with the same respect and courtesy expected for oneself.
- The member has the responsibility to keep scheduled appointments or to give adequate notice of delay or cancellation.
- The member has the responsibility to restrict use of the emergency room for routine, non-emergent, or follow-up care.