

CHAGRIN COUNSELING ASSOCIATES

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HIPAA--MEMBER RIGHTS AND RESPONSIBILITIES

Patients' Rights

- Patients have the right to be treated with dignity and respect.
- Patients have the right to fair treatment regardless of race, religion, gender, ethnicity, age, disability, or source of payment
- Patients have the right to have their information about treatment kept private.
- Only in emergency situations or where required by law can records be released without patient permission.
- Patients have a right to information in a language they can understand.
- Patients have a right to an understandable explanation of their treatment and diagnosis.
- Patients have the right to know all their treatment options.
- Patients have the right to get information about their insurance's services and role in the treatment process.
- Patients have the right to information about providers.
- Patients have the right to know the clinical guidelines used in providing and/or managing their care.
- Patients have the right to provide input on their insurance company's policies and services.
- Patients have the right to know about the complaint, grievance, and appeal process.
- Patients have the right to know about State and Federal laws that relate to their rights and responsibilities.
- Patients have the right to know of their rights and responsibilities in the treatment process.
- Patients have the right to share in the formation of their treatment plan.

Patient's Responsibilities:

- Patients have the responsibility to give providers information they need such that the best care can be delivered.
- Patients have the responsibility to let the provider know when the treatment plan is not working.
- Patients have the responsibility to follow their medication plan and must tell their providers about all medications, even those prescribed by other providers.
- Patients have the responsibility to treat those giving them care with dignity and respect.
- Patients have the responsibility to keep their appointments or cancel in a timely fashion.
- Patients have the responsibility to ask their providers questions about their care.
- Patients have the responsibility to let their providers know about problems paying fees.
- Patients have the responsibility to follow the treatment plan which is agreed upon by patient and provider.

I have read and understand my Member Rights and Responsibilities.

Patient Signature _____ Date _____

Provider Signature _____ Date _____