



MANAGED HEALTH CARE ADMINISTRATION, INC. PATIENT RIGHTS AND RESPONSIBILITIES

Patients have the right to:

- Be treated with respect and dignity.
- Have their cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- Receive quality treatment from trained individuals, regardless of race, creed, sex, or national origin.
- Receive treatment in the least restrictive environment.
- Be informed about their diagnosis, treatment, prognosis, and any recommended treatments in terms that they can understand.
- Make informed decisions regarding their treatment.
- Refuse treatment.
- Receive treatment in an environment that is safe and secure.
- Privacy and confidentiality.
- Access information contained in your medical record, according to federal privacy laws, unless clinically contraindicated.
- Be informed of any rules and regulations governing MHCA which affect them.
- Access the Office of Quality Improvement to voice and receive aid in resolving concerns, conflicts, grievances, and/or complaints.
- File a complaint with the appropriate state regulatory agency.

Patients are responsible to:

- Inform their network provider to the best of their knowledge, complete and accurate information regarding their medical history, including present symptoms, past illnesses, medications, both prescription and non-prescription, hospitalizations, etc., and to report any changes in their health or in the medication they take.
- Accept consequences should they refuse treatment or not follow the recommendations of the treating professional.
- Ask questions of their network provider, or as applicable, MHCA staff when they are unclear about any aspect of their treatment.
- Take an active part in planning, implementing, and following through with their treatment program.
- Provide adequate notice in the event they are unable to attend a scheduled appointment with their network provider.
- Notify their network provider if they choose to discontinue their treatment.
- Meet any financial commitments agreed to with their network provider.