

Patients are encouraged to play an active role in their healthcare. Accepting the patient responsibilities below will go a long way in helping to ensure success.

- **Treat other patients and the staff with courtesy and respect.**
- Be familiar with our referral, denial and appeal process as listed in the Patient Guide to Services, which includes the need to apply for and/or use alternative insurance.
- **Keep all appointments, or cancel them at least 24 hours in advance so that another patient can be seen in your place.**
- Update files with any changes, including address, phone number or health insurance information.
- **Provide Yellowhawk care givers and staff with detailed information related to any allergies or sensitivities, past illnesses, treatment, and medication use, including over-the-counter products and dietary supplements.**
- Follow the treatment recommendations health care professionals provide to you. If you are unable to follow their recommendations, notify them so that alternate treatment plans can be discussed.
- **Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.**
- Inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
- **Ask a lot of questions! Make sure you understand your condition and your provider's instructions. Let us help you understand the treatment plan, and how it will help you.**
- Be financially and administratively responsible in being knowledgeable about insurance health plan coverage including all covered benefits, and limitations. If any insurance payment is made directly to you for services, you agree to promptly submit to Yellowhawk.
- **Follow rules regarding the referral process, appropriate process to secure additional information, and the process to appeal.**
- Follow Purchased Referred Care (PRC) Federal Regulations: *The PRC program regulations are published in the Code of Federal Regulations at Title 42 and in the Federal Register.*

Our pledge to you is that we will provide professional, respectful, and compassionate care while working diligently to assure protection of your dignity and privacy. In this spirit you have the following rights:

COMPETENT AND CONSIDERATE CARE

Patients have the right to receive quality care provided by competent and considerate professional staff members. Patients have the right to considerate, respectful and dignified treatment by all health professionals and staff.

RIGHT TO PRIVACY

Patients have the right to have the staff consider and protect their sense of modesty whenever possible. Case discussion, examination and treatment shall be conducted ensuring privacy. Chaperones shall be available and provided upon request.

CONFIDENTIALITY

Patients have the right to have their health status, medical problems, diagnosis, treatment, and medical records kept confidential as required by applicable law and policy, including the Health Insurance Portability and Accountability Act (HIPAA) and the Federal Privacy Act. No protected health information shall be released or disclosed to any persons or entities unless it is necessary for the patient's medical care, or when expressly authorized in writing by the patient (or by a minor child's legal guardian/authorized representative). Patients have the right to review or receive a copy of their own medical record.

EFFECTIVE COMMUNICATION

Patients or their legal representative have the right to be provided, to the degree known, complete information about their diagnosis, evaluation, treatment, and prognosis. This information shall be provided by Yellowhawk care providers in a supportive, easy to understand fashion.

RIGHT TO BE INFORMED

Patients are given the opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated for medical reasons. Patients have the right to refuse treatment, but in doing so have the right to be informed of the risks associated with that decision. Patients have the right to refuse to participate in experimental research.

STAFF MEMBERS CLEARLY IDENTIFIED

Patients have the right to know who is providing services. Staff members shall prominently display identification, including their professional title or position. Medical or other healthcare students working or interning at Yellowhawk shall always be introduced to the patients as such, and the patient has the right to refuse permission for their presence. The licenses and other credentials of all providers shall be posted for all patients to view.

RIGHT TO CHANGE PROVIDERS

Patients have the right to change their provider if other qualified providers are available.

REFERRALS

Patients have the right to be informed of the process to obtain a referral to outside medical professionals for diagnosis and treatment when Yellowhawk does not possess the personnel, equipment, or expertise to properly treat the patient. Patients have the right to know which services shall be payable by Yellowhawk and the right to an explanation if Yellowhawk cannot pay for the service. Patients have the right to have their referring health care provider receive and review reports on their care and progress.

HEALTHCARE INVOICES

Patients have the right to know the status of invoices associated with care provided to them. Invoices that are Yellowhawk's responsibility, for eligible beneficiaries, shall be paid promptly. Patients receiving bills for care that was not preauthorized shall be informed promptly of their obligation to pay the bills.

TRANSFER TO ANOTHER HEALTHCARE FACILITY

Patients have the right to grant or refuse regarding alternatives to such transfers, including information of the risks associated with their decision. Patients also have the right to file a complaint. In fact, you are encouraged to provide feedback (positive or negative) about the services you have received.