



PATIENTS' RIGHTS

A patient's rights shall include but not be limited to:

1. Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for care.
2. Considerate and respectful care.
3. Knowledge of the name of the physician who has primary responsibility for coordinating the care and the names and professional relationships of other physicians and non-physicians who will see the patient.
4. Receive information about the illness, the course of treatment and prospects for recovery in terms that the patient can understand.
5. Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedures or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedures or treatment.
6. Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.
7. Full consideration of respect and privacy. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
8. Confidential treatment of all communications and records pertaining to the care and the stay in the hospital. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care.
9. Reasonable responses to any reasonable requests made for service.
10. Reasonable continuity of care and to know in advance the time and location of appointment as well as the identity of persons providing the care.
11. Be informed of continuing health care requirements.
12. Examine and receive an explanation of the bill regardless of source of payment.
13. To voice grievances or the services we provide, please contact ChildNet Medical Associates at (559) 353-5044, or by mail at: ChildNet Medical Associates
9300 Valley Children's Place PC20
Madera, CA 93636



MEMBERS' RIGHTS AND RESPONSIBILITIES

The managed care organization has a written policy that addresses the members' responsibility for cooperating with those providing health care services which are:

1. Providing, to the extent possible, information professional staff need in order to care for the member; and
2. Following instructions and guidelines given by those providing health care services.

For additional information regarding the members' rights and responsibilities refer to ChildNet Medical Associates' Procedural Directive.