

Patients' Rights and Responsibilities

You may speak with the Clinic Administrator and/or Center Manager at any AltaMed site if you have any questions about the care or services you received. You may also call Member Services at: 1-866-880-7805.

As a patient, you have the right to:

1. All patients have the right to choose his/her Primary Care Provider (PCP), or to change his/her Primary Care Provider (PCP) as desired within the Primary Care Medical Home (PCMH). AltaMed respects the patient's right to obtain care from another provider, seek a second opinion from another provider or seek specialty care.
2. All patients have the right to accessible, impartial, considerate, and respectful care within the capacity of the facility, regardless of race, creed, sex, age, sexual orientation, gender expression, national origin, genetic information (family health history), claims experience, pre-existing medical history, evidence of insurability (including conditions arising out of domestic violence), mental or physical disability, or source of payment.
3. All patients have the right to receive the necessary information, in preferred language, to make decisions regarding care. Information shall include, access to interpretation services at no cost, and at a minimum, an explanation of specific procedures or treatment, its value and significant risk, as well as, alternatives to treatment including non-treatment of the condition.
4. All patients have the right to receive information that is relative to their age, language, and ability to understand.
5. All patients have the right to receive interpretive or translation services when requested at no charge. Interpretation services should be offered.
6. All patients have the right to refuse any procedure or treatment.
7. All patients have the right to be informed of and to refuse to participate in research.
8. All patients have the right to privacy and confidentiality of all records pertaining to treatment, except necessary requests for referral of care, third party payment contracts, and situations otherwise provided by law.
9. All patients have the right to be informed of the identity, title, and qualifications of the individuals providing care/ service to them.
10. All patients have the right to receive from his/her provider complete and current information concerning diagnosis, treatment, and known prognosis in terms the patient and/or their family/care-giver can understand.
11. All patients have the right to family involvement in their care and decision making, as desired.
12. All patients have the right to expect a reasonably safe and comfortable environment of care. Our facilities are smoke-free. This includes protection from abuse, neglect, or exploitation within the organization and the right to report any allegations to management for investigation.
13. All patients have the right to examine and receive an explanation of his/her bill regardless of source of payment.
14. All patients have the right to receive prompt and reasonable responses to questions and/or requests for information.
15. All patients have the right to receive appropriate assessment and management of pain within the scope of the provider.
16. All patients have the right to be informed of our grievance policy.
17. All patients have the right to be informed of rules and regulations that apply to his/her conduct as a patient.
18. All patients have the right to be informed of and consent to any recording or filming for purposes other than identification, diagnosis, or treatment.
19. Formulate an Advance Health Care Directive. This includes designating a decision-maker to make health care decisions for you if for any reason you are unable or unwilling to speak for yourself. A decision-maker has the same rights and responsibilities as a patient. AltaMed care providers will comply with these directives to the extent their existence is known and to the extent required by law.
20. Make a formal complaint ("grievance") and/or challenge the care provided to you ("appeal").

Complaints & appeals can be sent to:
AltaMed Health Services Corporation
Member Services Department
2040 Camfield Avenue
Los Angeles, CA 90040
Tel: 1-866-880-7805

21. Ask for a State Hearing. A Hearing is a legal procedure where you can present your concern to the State of California. At the Hearing, you may represent yourself or have another person such as an attorney, friend, relative or any person you choose.
22. Offer your thoughts on how to make these Patient Rights and Responsibilities better.

As a patient, you have the responsibility to:

1. All patients are responsible for providing accurate, complete information regarding present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health status.
2. All patients are responsible for reporting unexpected changes in his/her condition to the provider.
3. All patients are responsible for requesting additional instructions if he/she is unclear regarding instructions given to them by the provider or nurse.
4. All patients are responsible for following the treatment plan agreed upon by the patient and their provider as well as instructions given by the provider or the provider's nurse and any established self-management goals. This includes keeping appointments and informing the provider if you are unable to do so.
5. All patients are responsible for his/her actions if they refuse treatment or do not follow provider instructions.
6. All patients are responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
7. All patients are responsible for being considerate and respectful of the rights of other patients and clinic personnel by refraining from unacceptable behaviors that are disruptive

or pose a threat to the rights or safety of other patients and staff.

8. All patients are responsible for not bringing weapons within the boundaries of AltaMed properties.
9. All patients are responsible for any personal items brought with them including purses, medications, etc.
10. All patients are responsible for providing the provider with accurate information regarding pain. Such information should include, but is not limited to, location, onset and duration as well as current and past pain relief regimens (including those prescribed by other providers).
11. All patients are responsible for adhering to pain relief regimens such as medications and exercise or physical therapy as prescribed by the provider to obtain maximum relief.

AltaMed wants to give you the best possible service. We also want to give you the chance to talk openly about your care with us. If you have a concern or need help, please call our Member Services Department at: 1-866-880-7805.

As proof that we care, AltaMed goes through a national approval process in safety and quality. This process is sponsored by The Joint Commission, an outside agency of healthcare workers that includes doctors, nurses, and patients. This group sets the standards for health care quality and service across the United States.

The Joint Commission surveys AltaMed without notice to see how well AltaMed follows the Joint Commission Standards. The survey results will be used to judge whether AltaMed meets The Joint Commission's standards for safety and quality.

You may reach out to the Joint Commission if you have any questions or concerns that still need answers.

**Division of Accreditation
Operations Office of
Quality Monitoring**

**The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181**

**Tel: 1-800-994-6610
Fax: 1-630-792-5636**