

## **Baylor Scott & White Quality Alliance (BSWQA) Comprehensive Care Management (CCM) Patients' Rights & Responsibilities**

BSWQA CCM department is dedicated to respecting the rights of patients participating in its program. The BSWQA CCM department acknowledges the following patient rights and responsibilities in addition to the BSWH Patient Rights and Responsibilities policy:

### **Patients have the following rights:**

- Patients have the right to obtain information about the organization including: programs and services provided, its staff's qualifications and any contractual relationships.
- Patients have the right to decline participation in or disenroll from programs and services offered by the organization.
  - Patients will receive a flyer and a telephone call from a Care Manager or Health Coordinator introducing the case management services being offered. Patients may decline services at any time. If patients receive the flyer but would not like a call from a member of the staff, this can be requested by calling 1-844-77-BSWQA (1-844-772-7972).
- Patients have the right to be supported by the organization to collaborate on decisions with their practitioners.
- Patients have the right to be informed of all case management services available, even if a service is not covered, and to discuss options with treating providers.
- Patients have the right to have personally identifiable data and medical information kept confidential; know what entities have access to their information; know procedures used by the organization to ensure security, privacy and confidentiality.
- Patients have the right to communicate complaints to the organization and receive instructions on how to use the complaint process, including the organization's standards of timeliness for responding to and resolving issues of quality and complaints.
  - To communicate feedback or report a complaint, a patient may call 1-866-218-6919. The complaint will be addressed within 7 business days.
- Patients have the right to be treated courteously and respectfully by the organization's staff.
- Patients have the right to receive understandable information.

**Patients have the following responsibilities:**

- Follow mutually agreed upon case management plan or notify the case manager if they cannot follow the plan offered by the organization.
- Provide the organization with information necessary to carry out its service.
- Notify the department and the treating practitioner if they decide to disenroll from the program.
- Ask questions if they do not understand information or instructions given by the department.