

PATIENT RIGHTS AND RESPONSIBILITIES

QuadMed¹ is committed to delivering best in class care and strives to maintain the health and wellbeing of all our patients. As part of this commitment, QuadMed provides all patients with equal rights.

As a patient, you have a right to:

- Respectful and considerate care that optimizes your comfort and dignity
- Full consideration of your privacy in regard to all aspects of services and care
- Communication in a manner that is clear and understandable
- Information concerning your diagnosis, evaluation and treatment
- Participate in decisions involving your care, except when participation is medically inadvisable or not possible
- Confidential treatment of records pertaining to you and your care
- Have a clinical staff chaperone, such as a nurse or medical assistant, available during an intimate exam
- Change health care providers or request a second opinion
- Have your complaints reviewed within a reasonable timeframe by appropriate QuadMed personnel
- Refuse to participate in research

We need your help in order for us to carry out the above patient rights and provide you with the best possible care.

As a patient, you have a responsibility to:

- Provide complete and correct information about your health, to the best of your ability
- Inform your health care provider of any changes in your health which could affect treatment
- Work with your health care provider to develop an initial plan and discuss any desired changes
- Be respectful and supportive of our health care professionals, staff and other patients
- Ask questions regarding areas of concern
- Help your care team care for you by following the prescribed treatment plan
- Assist your care team in obtaining your complete medical record, including helping QuadMed obtain medical information from other sources if necessary
- Keep scheduled appointments and cancel only when necessary and with as much advanced notice as possible
- Voice complaints, concerns or suggestions to the appropriate QuadMed personnel
- Accept personal financial responsibility for charges not covered by your insurance or employer, including copays, if applicable

We value your feedback. While we strive to deliver an exceptional patient experience at every interaction, we realize that there may be a time we fall short of your expectations. If you have a concern, our QuadMed team, either onsite at your health center or at our corporate office, is here to listen and respond. If you would like to submit a formal complaint, the health center team can share the process for submitting the complaint and the timing for review and follow up. If you would prefer to speak with a staff member outside of the local health center, you may contact Patient Services at 888.417.1001.