

SUTTER INDEPENDENT PHYSICIANS

MEMBER RIGHTS & RESPONSIBILITIES

As a Sutter Independent Physicians member, you have the right to:

Be treated with respect and recognition of his or her dignity and need for privacy.

Be assisted in a prompt, courteous responsible manner.

Be provided with information concerning his or her own diagnosis, treatment, and prognosis in terms that are understandable to him or her. When it is not medically advisable or feasible to be given to the patient, the information will be made available to the next-of-kin or other person designated by the patient, except when existing laws do not permit the release of information without the written consent of the patient.

Be provided with information about Sutter Independent Physicians concerning how to file a complaint or grievance about the organization or care provided.

Be informed of the name and qualifications of the physician who has primary responsibility for coordinating the member's care; and be informed of the names, qualifications, and specialties of other physicians and non-physicians who are involved in the member's care.

Select a primary care physician, to request changes of the primary care physician, and to know the identities and responsibilities of those individuals who provide care to him or her.

Twenty-four (24) hour access to their primary care physician (or covering physician).

Participate in decision-making regarding his or her care.

Complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment or non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable to the member, in order to give informed consent or to refuse that course of treatment.

Refuse treatment. In this event, the patient has the right to be informed of the medical consequences of this action. In the case of a patient who is mentally incapable of making a rational decision, approval will be obtained from the guardian, next-of-kin or other person legally entitled to give such approval.

Have his or her medical record and all other information held confidential unless disclosure is required or permitted by the patient's health plan, the law, or if he or she consents to the release.

Receive appropriate guidance and recommendations for additional medical care when coverage is terminated.

Receive discharge planning that is initiated early in the period of his or her hospitalization, and to receive assistance in making plans for follow up medical care, rehabilitation, and living arrangements for the period after hospitalization.

As a Sutter Independent Physicians member, you have the responsibility to:

Be familiar with the benefits and exclusions of their health plan coverage.

Contact the member's primary care physician (or covering physician) for any care that is needed after that physician's normal office hours.

Be considerate and respectful of all staff.

Cooperate with his or her treatment staff. If the patient has questions or disagrees with the treatment plan, he or she has the responsibility to discuss it with his or her treatment staff.

Keep all scheduled diagnostic or treatment appointments on time.

Provide, to the extent possible, information needed by the treatment staff to care for him or her.

Follow instructions and guidelines given by the treatment staff.

Understand what medications he or she is taking and whether he or she is scheduled for follow-up visits.

Be considerate of other patients and to be understanding and tolerant if delays are encountered.

Express opinions, concerns, or complaints regarding his or her health care and rights and responsibilities in a constructive manner to their Health Plan or Sutter Independent Physicians.