

Rights and Responsibilities of the Therapy Management Program

Patients have the right to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
- Be informed, in advance of care/service being provided and their financial responsibility.
- Receive information about the scope of services that the organization will provide, including the Therapy Management Program and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
- Be able to identify personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
- Speak to a health professional and voice grievances/complaints regarding treatment, care, lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints investigated regarding treatment or care that is (or fails to be) furnished, or lack of respect of property.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI), in accordance with state and federal law.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.
- Decline participation, or disenroll, from the Therapy Management Program at any point in time.

Patients have the responsibility to:

- Give accurate clinical and contact information and provide notification of any changes.
- Notify the treating prescriber of their participation in the Therapy Management Program.
- Submit forms that are necessary to receive services.
- Maintain any equipment provided.
- Notify the organization of any concerns about the care or services provided.

