



Patient Rights and Responsibilities

Comprehensive Integrated Care (CiC) is committed to provide our patients with the most advanced medical care available. As a patient of CiC, you have certain rights and responsibilities. Please review carefully, it is important that you understand them.

You have the Right:

- Be treated with dignity, respect and consideration.
- Receive assistance in a prompt, courteous and responsible manner.
- Not to be subjected to abuse, neglect, exploitation, coercion, manipulation, sexual abuse or sexual assault, restraint or seclusion, retaliation for submitting a complaint to any entity, or misappropriation of personal or private property by CiC's personnel member, employee, volunteer, or student.
- Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis.
- Receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities.
- Receive privacy in treatment and care for personal needs.
- Confidential handling of all communications and medical information maintained at CiC, as provided by law and medical ethics. Your written permission will always be required for CiC's release of Private Health Information (PHI) except when:
 - Health professionals providing for your care request clinical information.
 - CiC is legally obligated to release PHI.
 - CiC prepares and releases information in the form of statistical summaries that do not identify individuals.
 - Information is necessary to support or facilitate claims payment, utilization management or quality management.
- Review, upon written request, the patient's own medical records.
- Be informed by your health care provider of services you will receive in terms you understand.
- Be informed by CiC healthcare professionals about any treatment/services you may receive. Your health care professional should request your consent for all treatment, unless there is an emergency and your life, and your health are in serious danger.
- Participate or have the patient's representative participate in the development of, or decisions concerning, treatment.
- Receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights.
- Refuse treatment to the extent allowed by law and be advised of possible consequences of your decision by CiC health care professionals. We encourage you to discuss your objection with your referring physician before scheduling with CiC. They will advise and discuss alternative treatment plans with you, but you will have the final decision regarding your healthcare.
- Participate or refuse to participate in research or experimental treatment.
- Receive a referral to another health care institution if the center is not authorized or able to provide physical health services or behavioral health services needed by the patient.

- Express a complaint about CiC and/or the quality of care you have received and to receive a response in a timely manner.
- Initiate the grievance procedure if you are not satisfied with CiC's decision regarding your complaint.
- Be provided with information pertaining to your financial responsibility for all services rendered.

You have the Responsibility to:

- Provide honest and complete information to those providing your care.
- Keep scheduled appointments or notify CiC if you will be delayed as soon as reasonably possible; or, if unable to keep scheduled appointments, notify the office 48 hours in advance.
- Relay any current medication(s) you are taking or any medical allergies to a CiC healthcare provider.
- Ask questions when you do not understand information or instructions. Make it known whether or not you understand the care and diagnostic tests to be performed and take an active role in your treatment by being informed, prepared, and adhere to any pre and post procedure instructions.
- Comply with the rules of our facility, including our visitor and smoke-free environment policies.
- Express your opinions, concerns or complaints in a constructive manner to the appropriate people at our facility as they arise.
- Learn how to access information pertaining to your health care coverage.
- Show respect and consideration for the rights of fellow patients, the staff and our property.
- Behave in a manner that is not disruptive to the delivery of healthcare or to themselves or others.
- Inform us about any living will, medical power of attorney, or other directive that may affect your care.
- Verify with your insurance company whether CiC participates with their insurance plan and if you have deductibles and/or co-pays.
- Present your insurance card and proper identification prior to receiving services.
- Pay all charges, if any, for appointments and non-covered services at the time service is rendered.
- Accept personal financial responsibility for any charges not covered by your insurance.

An Administrator Shall Ensure That:

- A patient or the patient's representative either consents to or refuses treatment, except in an emergency.
- A patient or the patient's representative may refuse or withdraw consent before treatment is initiated.
- A patient or the patient's representative is informed of alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure, except in emergencies.
- A patient or the patient's representative is informed of the center's policy on health care directives and the patient complaint process.
- A patient consents to a photograph before it is taken, except that a patient may be photographed when admitted to the facility for identification on and administrative purposes.
- A patient provides written consent to release information in the patient's medical record or financial records, except as otherwise permitted by law.

If at any time you have question or concerns regarding your Rights and Responsibilities, please ask to speak to the local center manager. If you feel your rights have been violated, you may also contact our Compliance Hotline at 1-844-424-2236. You also have the right to file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201 or calling: 1-877-696-6775 or visiting www.hhs.gov/ocr/privacy/hipaa/complaints.