

PATIENT RIGHTS AND ROLES

Alegis Care is committed to providing personalized quality in-home care. As an Alegis Care services patient, you have certain rights and roles, and it is important that you fully understand them.

You and your personal/legal representative have the right:

- To receive patient rights in a language or manner of communication you understand.
 - To be treated in a manner that respects your privacy and dignity as a person and to not be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status or diagnosis.
 - To be free from all forms of abuse or harassment (including abuse, neglect, exploitation, coercion, manipulation, sexual abuse/assault, seclusion and/or misappropriation of personal and private property).
 - To be free from restraint unless necessary to prevent imminent harm to self or others.
 - To receive assistance in a prompt, courteous and responsible manner.
 - To receive privacy in treatment and care for personal needs.
 - To review, upon written request, your medical records.
 - To be informed by your treating physician of your diagnosis, evaluation, plan of treatment and prognosis in terms you understand and that supports/respects your individuality, choices, strengths and abilities.
 - To be informed by your treating health professional about any treatment you may receive. Your treating health professional should request your consent for all treatment, including photographs taken for clinical purposes, unless there is an emergency and your life and health are in serious danger.
 - To be informed of associated risks and possible complications as well as alternatives to any proposed surgical procedure or psychotropic medication.
 - To participate with your treating health professional in decisions involving your healthcare, including whether to participate or refuse to participate in research or experimental treatment.
 - To be informed of Alegis Care's policy on health care directives.
 - To receive verbal and written notice of your Patient Rights in advance of procedures.
 - To refuse or withdraw consent for treatment before treatment is initiated and be advised of the possible consequences of your decision by your treating health professional. We encourage you to discuss your objections with your Primary Care Physician (PCP). He or she will advise and discuss alternative treatment plans with you, but you will have the final decision.
 - To be provided with a listing of Alegis Care's health professionals. To be referred to other health professionals whenever unable to provide needed physical or behavioral health services.
- To confidential handling of
- All communications and medical information maintained at Alegis Care, as provided by law and professional medical ethics. Your written permission will always be required for Alegis Care's release of medical information except when:
 - Health professionals providing for your care request clinical information.
 - Alegis Care is legally obligated to release information.
 - Alegis Care prepares and releases information in the form of statistical summaries that do not identify individual participants.
 - Information is necessary to support or facilitate claims payment, utilization management or quality management.

- To express a complaint about Alegis Care and/or the care you have or have not received and to receive a response in a timely manner.
- To initiate the grievance procedure if you are not satisfied with Alegis Care's decision regarding your complaint.
- To know what medication(s) you are taking, why you are taking it and the proper way to take it.
- To express your opinions, concerns or complaints/grievances in a constructive manner to the appropriate people within Alegis Care.

You have a role:

- To partner with your medical provider in making decisions about your health and medical interventions.
- To provide honest and complete information to those providing care.
- To ask questions of your provider and seek clarifications until you fully understand the care you are receiving.
- To consult your provider for his/her direction prior to receiving medical care (except in a life-threatening situation).
- To keep scheduled appointments and notify the Alegis Care Scheduling Department if you will be delayed or unable to keep an appointment.

- To present your insurance identification card prior to receiving services.
- To be free from retaliation for submitting a complaint to the Department or other entity.
- To be provided with information about how to learn about your health care benefits, any exclusions and limitations associated with your plan, service fees and any charges that you will be responsible for.
- To have a family member, representative or other individual assist you in understanding, protecting, or executing your patient rights.

Your role:

All patients are responsible for learning how to access information about their health plan benefits. Please call the Member Services Department identified by your insurance plan when you have questions or concerns.

If you believe that Alegis Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with us by calling the Patient Grievance Line.

You can also file a grievance by mail with the Alegis Care Compliance Department. If you need help filing a grievance, the Alegis Care Compliance Department is available to help you.

Alegis Care Compliance Department
1340 S. Damen Avenue, Suite 400
Chicago, IL 60608
Fax: (877) 440-9085

You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail, phone, or fax at:

Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
Toll-free: (800) 368-1019
TDD toll-free: (800) 537-7697