

# Patient Rights and Responsibilities

Comprehensive Behavioral Health Management/College Health IPA (CHIPA) is committed to treating patients in a manner that respects their rights as well as recognizes their responsibilities.

## Patient Rights

Each patient has the right to receive information about CHIPA services and providers, clinical guidelines, UM and clinical necessity protocols, and members' rights and responsibilities, including:

- Informed consent information
  - o Provider's qualifications and training
  - o Diagnosis
  - o Treatment plan
  - o Possible risks or side effects of recommended treatment
  - o Expected results with or without recommended treatment
  - o Alternative treatments
  - o Limits of confidentiality
- Answers to your questions
- Explanation of financial responsibility
- Instructions for filing complaints

In addition, they have the right to be treated with dignity and respect, recognizing the need for privacy, including the confidentiality of your records.

- To receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment.
- To participate with providers in decision making regarding treatment planning
- To give or withhold your consent for treatment
- To voice complaints or appeals about CHIPA or the care provided.
- To have input into CHIPA rights and responsibilities policies

## Patient Responsibilities

Patients are responsible to provide, to the extent possible, information that CHIPA and its providers need in order to develop appropriate treatment plans. To follow the plans and instructions for care agreed upon. As well as, to participate, to the degree possible, in understanding behavioral healthcare problems and developing mutually agreed upon treatment goals.