



# Patient Rights and Responsibilities

## 5th Medical Group

### 1. Access to Emergency Services

#### You have the right to:

- Receive emergency care without preauthorization where and when acute symptoms are so severe that a “sensible layperson” would want emergency care to prevent serious harm or death

### 2. Respect and Nondiscrimination:

#### You have the right to:

- Timely, considerate, and respectful care at all times and under all circumstances
- An environment of shared respect which is free from discrimination

#### You are responsible to:

- Have the respect for the rights of other patients and Military Treatment Facility (MTF) staff

### 3. Choice of Providers and Plans:

#### You have the right to:

- Accurate information about the TRICARE Program to include covered health benefits and health plan options
- A choice of healthcare providers, either within the TRICARE Prime network or the MTF

#### You are responsible to:

- Become educated about TRICARE coverage, options, and rules, to include required fees

### 4. Participation in Your Care and Care Decisions:

#### You have the right to:

- Receive accurate, accessible and understandable healthcare information
- Ask questions and receive timely answers to those questions
- Choose someone to make decisions on your behalf if you cannot do so
- Know all of your treatment options including the option of no treatment
- Know the risks, benefits, and consequences to each of these options
- Refuse care as allowed by law

#### You are responsible to:

- Tell your healthcare professional everything you know about your illness or condition, past healthcare, and any and all medications or supplements you are taking
- Inform the doctor or nurse about any changes in how you feel
- Participate in decisions related to your healthcare and ask questions if you do not understand any part of the proposed treatment
- Follow your provider’s plan of care
- Maximize healthy habits such as exercise, not smoke, eat a healthy diet, and not knowingly spread disease
- Accept the consequences if you refuse to follow the plan of care
- Keep appointments or call to change or cancel them at least 24 hours in advance

## **5. Confidentiality of Health Information:**

### **You have the right to:**

- Privacy and protection of your personal health information
- Communicate with healthcare providers in confidence as allowed by law and regulation
- Review and obtain a copy of your own medical records
- Request amendments to your records, within specific legal limits

## **6. Appeals and Complaints:**

### **You have the right to:**

- A fair and efficient process to appeal medical necessity decisions by your MTF or by TRICARE that includes both internal review and independent external review
- To discuss complaints with your providers or Patient Advocate
- Contact a TRICARE Debt Collection Assistance Officer if unable to pay fee

You are responsible to:

- Report wrongdoing and fraud to appropriate authorities

## **7. Information Disclosure:**

### **You have the right to:**

- Review a provider directory maintained in TRICARE Service Center to assist with understanding your provider's education and training and selecting a Primary Care Manager
- Review publicly-reported MTF quality measures; please see the MTF web page at

For more information on your patient rights and responsibilities, please call the Patient Advocate's Office at (723-5109) or visit in room 3C40 on the third floor of the 5<sup>th</sup> Medical Group. DoD Instruction 6000.14, Patient Bill of Rights and Responsibilities in the Military Health System, September 5, 2007, completely describes your rights and responsibilities and is available from the Patient Advocate.

**If you believe your rights are being compromised, please discuss this with your care providers or a Patient Advocate.** The 5<sup>th</sup> Medical Group Patient Advocates are located on the third floor of the facility and are available at 723-5109.