

MEMBER RIGHTS AND RESPONSIBILITIES

All EMG IPA members have rights to information involving their medical care and treatment, to considerate and respectful care, and to confidentiality and privacy of health information.

- All Members have the right to considerate and respectful care.
- Members have the right to be provided information about their IPA and its services.
- All Members have the right to 24 hour access to their Primary Care Physician (or covering physician).
- All Members have the right to discuss and actively participate in decision making with their physician regarding the full range of appropriate or Medically Necessary treatment options regardless of benefit costs.
- Members may also refuse any treatment or leave a medical facility, even against the advice of a Contracted Physician. A refusal in no way limits or otherwise precludes you from receiving other Medically Necessary Covered Services for which you consent.
- Members are to have access to personal medical records based upon State and Federal requirements.
- All Members have the right to complete an Advance Directive, living will or other directive and provide it to their physician to include in their medical record. Treatment decisions are not based on whether or not an individual executed and advance directive.
- Members have the right to confidential treatment of all communications and records pertaining to their care.
- All Members rights will be exercised regardless of the individual's race, physical or mental disability, ethnicity, gender, sexual orientation, creed, age, religion, national origin, cultural or educational background, economic or health status, English proficiency, reading skills, or source of payment for the health care.
- Members can request information about our Quality Improvement Program, its goals, processes and/or outcomes.
- Members have the right to make recommendations to Edinger Medical Group regarding member rights and responsibilities policies.

It is the responsibility of all medical office personnel to observe these Members rights.

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EMG IPA Members have a duty to follow all reasonable and proper advice and instructions regarding care, activities, and treatment given by the member's provider(s).

- Each member should review information regarding their benefits, covered services, and exclusions, limitations, deductibles, copayments, and the rules they need to follow as stated in their Evidence of Coverage provided by their health plan.
- Members have the responsibility to provide accurate and complete information concerning their present complaints, past medical history, and other matters relating to their health.
- The member is responsible for following the treatment plan established by the provider.

If there is any area of the treatment plan that they are unable to follow, they have an obligation to discuss the particular situation with the provider and to reach an agreement on how to handle the situation.

- Members are responsible for their actions should they refuse treatment or not follow the provider's instructions.
- All members should inform their providers if the information given to them is unclear, or if further explanation is needed.
- Each member is responsible for being on time for all appointments and notifying the office as far in advance as possible for appointment cancellation or rescheduling.
- The member is responsible for being considerate of the rights of other members and of office staff.
- Members must accept financial responsibility for any Copayment or Coinsurance associated with services received while under the care of a contracted physician or while a member is in a facility.

A provider is not liable for any injury resulting solely from the negligent failure of the member to follow their advice and treatment.