

42 MDG Patient Bill of Rights and Responsibilities

PURPOSE: Update policy and assign responsibility for implementation of the President's Consumer Bill of Rights in the Military Health System (MHS)

PATIENT RIGHTS

1. **Information Disclosure:** Right to receive accurate, easily understood information, and assistance in making informed healthcare decisions concerning health plans, providers and facilities

- Beneficiaries shall be provided accurate, understandable and timely information about TRICARE

2. **Choice of Providers and Plans:** Right to a choice of healthcare providers that is sufficient to ensure access to appropriate, high-quality health care

- Patients entitled under law to the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) have a right to choose TRICARE Standard, which permits access to all eligible providers within guidelines of the TRICARE program

3. **Access to Emergency Services:** Right to access emergency healthcare services when and where the need arises. Emergency services are covered in circumstances where acute symptoms are of sufficient severity that a "prudent lay-person" could reasonably expect the absence of medical attention would result in serious health risks (loss of life, limb or sight)

4. **Participation in Treatment Decisions:** Right to full participation in all decisions related to their health care, subject to readiness requirements for active duty members

5. **Respect and Nondiscrimination:** Right to considerate, respectful care from all members of the MHS at all times and under all circumstances in an environment of mutual respect, and to be free from discrimination

6. **Confidentiality of Health Information:** Beneficiaries have the right to communicate with healthcare providers in confidence, to have the confidentiality of their individually identifiable healthcare information protected, and to review and have copied their own medical records and request amendments to their records

7. **Complaints and Appeals:** Beneficiaries have the right to a fair and efficient process for resolving differences with their healthcare providers, MTF, or TRICARE contractor, including a rigorous system of internal review and an independent system of external review. In addition, if an ethical issue arises concerning patient care, the Ethics Function (EF) may be convened. Anyone can submit a request to convene the Ethics Function through the EF leader, Chief of the Medical Staff, or a Sq/CC

8. **Pain:** To receive appropriate pain assessment and pain management and to know that all reports of pain will be taken seriously and responded to by our healthcare professionals in a quick and caring manner

PATIENT RESPONSIBILITIES

1. Maximizing healthy habits, such as exercising, eating a healthy diet and not smoking

2. Make specific healthcare decisions, working collaboratively with healthcare providers in developing and carrying out agreed upon treatment plans and disclosing relevant information and clearly communicate wants and needs

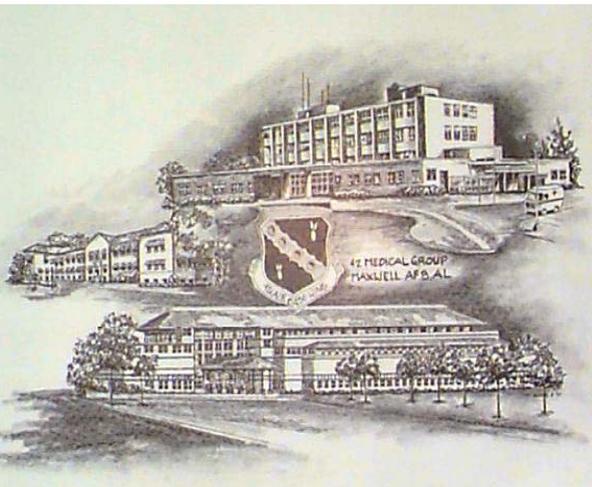
3. Recognize the reality of risks and limits of the science of medical care and the human fallibility of the healthcare provider

4. Become knowledgeable about Military Service and TRICARE coverage, options, rules and abide by applicable procedures

5. Show respect for other patients and healthcare workers; make a good-faith effort to meet financial obligations

6. Report wrong-doing and fraud to appropriate authorities

7. You have the responsibility to ask your provider what to expect regarding pain and pain management, discuss pain relief options with your provider, work with your provider to develop a pain management plan and to ask for pain relief when the pain first begins



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