



## **Comprehensive Care Management Hours of Operation**

Hours of operation: 8-5, Monday through Friday, closed for Baylor Scott & White holidays and weekends. Please contact your assigned RN Care Manager directly at the number listed on the bio card included with your patient list or contact us at 1-844-77-BSWQA and we will connect you with the appropriate RN Care Manager.

## **Patient's Rights**

BSWQA Comprehensive Care Management department is dedicated to respecting the rights of patients participating in the program. Agreeing to participate in the program comes with patient responsibilities.

Patient's rights and responsibilities available at all times on the BSWQA Comprehensive Care Management website. Upon enrollment in the program patients will receive a brochure stating how to access this information on the website. This information will be reviewed and updated annually. Patients may have a copy sent to them upon patient request.

BSWQA Comprehensive Care Management department acknowledges the following patient rights and responsibilities in addition to the BSWH Patient Rights and Responsibilities policy:

- Patients have the right to obtain information about the organization (including programs and services provided on behalf of the client organization), its staff's qualifications and any contractual relationships.
- Patients have the right to decline participation in or disenroll from programs and services offered by the organization.
  - Patients will receive a flyer and a telephone call from an RN Care Manager or Health Coordinator introducing the case management or disease management services being offered. Patients may decline services at any time. If you receive the flyer, but would not like a call from a member of the staff please call 1-844-77-BSWQA.
- Patients have the right to know which staff members are responsible for managing their case management or disease management services and from whom to request a change.
  - Healthcare professionals are assigned monthly, if at any time you would like to be reassigned to another healthcare professional please call 1-844-77-BSWQA.
- Patients have the right to be informed of all disease management-related or case management-related options included or mentioned in clinical guidelines, even if a treatment is not covered, and to discuss option with treating practitioners.
- Patients have the right to have personal identifiable data and medical information kept confidential; know what entities have access to their information; know procedures used by the organization to ensure security, privacy, and confidentiality.
- Patients have the right to be treated courteously and respectfully by the organization's staff.
- Patients have the right to communication complaints to the organization and receive instructions on how to use the complaint process, including the organization's standards of timeliness for responding to and resolving issues of quality and complaints.
  - To communicate feedback or report a complaint, please call 1-866-45-NURSE (456-8773). Your complaint will be addressed within 24-48 hours.
- Patients have the right to receive understandable information.

**Patient Responsibilities**

Patients have the following responsibilities:

- Follow advice offered by the BSWQA Comprehensive Care Management department.
- Provide the department with information necessary to carry out its service.
- Notify the department and the treating practitioner if the patient decides to disenroll from the program.