

<b>Title:</b>	Patient Rights and Responsibilities				
<b>Department/Service Line:</b>	BSWQA Department of Comprehensive Care Management				
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## SCOPE

This document applies to the Baylor Scott & White Quality Alliance Comprehensive Care Management department.

## DEFINITIONS

**CCM-** Comprehensive Care Management

**BSWQA-** Baylor Scott and White Quality Alliance

## POLICY

BSWQA CCM 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 are available at all times on the BSWQA Comprehensive Care Management website (<http://thequalityalliance.com/coordinated-care>.) (Exhibit 1) Upon enrollment in the program patients will receive a flier 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 CCM department acknowledges the following patient rights and responsibilities in addition to the BSWH Patient Rights and Responsibilities policy:

Patients have the following rights:

- Patients have the right to obtain information about the organization including: programs and services provided, 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 patients receive the flyer, but would not like a call from a member of the staff, this can be requested by calling 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 the patient would like to be reassigned to another healthcare professional this can be requested by calling 1-844-77-BSWQA.
- Patients have the right to be informed of and to discuss options with treating practitioners all disease or case management-related options included or mentioned in clinical guidelines, even if a treatment is not covered.

- 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 communicate 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, a patient may call 1-866-45-NURSE (456-8773). The complaint will be addressed within 24-48 business hours.
- Patients have the right to be treated courteously and respectfully by the organization's staff.
- Patients have the right to receive understandable information.

Patients have the following responsibilities:

- Take into consideration the advice offered by the BSWQA CCM 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.
- Ask questions if you do not understand information or instructions given by the department.

BSWQA does not market or advertise its disease management or case management programs. Materials regarding these programs are available upon request.

## EXHIBITS

Exhibit 1: Website Link to Patient Rights & Responsibilities

## RELATED DOCUMENTS

Patient Rights and Responsibilities (BSWH.CLNETH.001.P)  
Use & Disclosure of the Minimum PHI Necessary (BSWH.CMPL.HPS.020.P)  
Complaints and Grievances

## REFERENCES

None.

The information contained in this document should not be considered standards of professional practice or rules of conduct or for the benefit of any third party. This document is intended to provide guidance and, generally, allows for professional discretion and/or deviation when the individual health care provider or, if applicable, the "Approver" deems appropriate under the circumstances.