



CENTRAL VALLEY MEDICAL GROUP

Statement of Member Rights and Responsibilities

1. As a patient of Central Valley Medical Group, you are entitled to the following patient rights without regard to sex, cultural, economic, educational or religious background, handicap, or disability, or the source of payment for your care.
2. You have the right to receive prompt, considerate and respectful care.
3. You are entitled to privacy. Discussions regarding your care and medical record are confidential.
4. You have the right to receive clear, accurate information about your health status.
5. You have the right to choose among many physicians.
6. You have the right to 24 hour access to care.
7. You have the right to receive information about CVMG services, providers and these rights and responsibilities.
8. You have the right to know alternate treatment methods including risks and advantages. Except in extreme emergencies, you will receive as much information as you need to give informed consent or refusal for treatment.
9. You have the right to participate in treatment decisions except when such participation is not medically in your best interest.
10. You have the right to refuse treatment.
11. You have the right to forward all complaints regarding care to Administration, Central Valley Medical Group.
12. You have the right to file an internal grievance alleging discrimination on the basis of your handicap, pursuant to Section 504 of the Rehabilitation Act of 1973.
13. You have a right to receive an explanation of your bill regardless of the payment source.

14. You have the right to receive appropriate guidance for medical care when and if your coverage is terminated.
15. You have the right for a legally appointed agent to exercise these patient rights on your behalf should you become unable to do so yourself.
16. You are responsible for asking your physician about specific problems and for requesting information when you do not understand your health status.
17. You are responsible for telling your physician about any changes in your health status.
18. You are responsible for understanding the medications that you are taking.
19. You are responsible to contact your Primary Care Provider (or covering provider) for any care needed after hours.
20. You are responsible to provide complete and accurate information to your physician and others involved in your care.
21. You are responsible to know about your insurance benefits and exclusions.
22. You are responsible for being respectful and considerate of other patients and medical office personnel and for being tolerant if delays are encountered.
23. You are responsible for keeping all appointments and for notifying medical offices in a timely manner when you cannot.
24. You are responsible to follow plans and instructions for care that are mutually agreed upon with you and your provider.