

Patient Rights and Responsibilities

YOU OR YOUR DESIGNATED REPRESENTATIVE HAVE THE RIGHT TO:

Respectful, Safe, and Informed Care

- Be given compassionate, respectful, courteous care.
- Have your culture and personal values, beliefs and wishes respected.
- Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language, or socioeconomic status.
- Timely and understandable information.
- A written copy of your rights and responsibilities.
- Access information about the organization, its staff's qualifications, and contractual relationships by visiting the website at mercyone.org/aco or requesting written information by emailing phsopatientfeedback@mercydesmoines.org or calling 515-358-9102.

Privacy and Confidentiality

- Have personally identifiable data and medical information kept confidential and to know which entities have access to your private health information.

Effective Communication and Participation in Your Care

- Know the names and roles of the people who are responsible for providing your care.
- Request a different care management staff member by emailing phsopatientfeedback@mercydesmoines.org or calling 515-358-9102.
- Support by the organization to be involved in, and have your family or designated representative involved in decisions about care, treatment, or services.
- Be informed of and participate in programs and services provided by the organization, even those not covered by your health plan.
- Refuse care, treatment, or services and to know what may happen if you refuse.

Tell Us Your Concerns and Give Feedback

- Communicate your concerns or feedback without negatively affecting or interrupting your care by emailing us at phsopatientfeedback@mercydesmoines.org or calling 515-358-9102.
- Be informed we received your concerns or feedback and notified of any follow up.

YOU OR YOUR DESIGNATED REPRESENTATIVE ARE RESPONSIBLE FOR:

- Notifying care management staff if you are not able to follow the mutually agreed upon plan of care.
- Providing MercyOne with information necessary to deliver personalized services.
- Notifying your provider if you decide to disenroll from programs