



Care Management Program Patient's Rights and Responsibilities

As a patient/caregiver of the Nemours Care Management Program you have the following rights and responsibilities:

YOUR RIGHTS:

- Be informed about our care management services, staff qualifications and contractual relationships.
- Be informed of services that may not be covered to discuss options with treating providers.
- Know your care manager and how to request a change.
- See your care management records as allowed by law.
- Have your care management records kept private unless you tell us in writing that you allow us to share them or it is allowed by law.
- Be part of care planning decisions about your health care needs.
- The Care Manager will work with your provider on your health care decisions.
- Be treated with respect, dignity and the right to privacy all the time.
- Know that we, your care managers, cannot treat you in a different way because of your age, sex, race, national origin, language needs, or degree of illness or health condition.
- Be treated the same as others.
- Have your care manager respond to you in a timely manner.
- Opt out of the Nemours Care Management program at any time.
- Be able to make choices about your health care.
- Make an Advance Directive (also called a living will).
- Tell us your concerns about the Nemours Care Management program and the health care services you get.
- Be informed how to file a complaint about the Nemours Care Management program.
- Tell us what you think about your rights and responsibilities and suggest changes.
- Ask for materials in other formats such as other languages, large print.
- Ask for an oral interpreter and translation services at no cost to you.
- Use interpreters who are not your family members or friends.

YOUR RESPONSIBILITIES:

- Tell your care manager, your doctors, and other health care providers what they need to know to treat you.
- Work with your Care Manager to learn as much as you can about your health condition and set up treatment goals together.
- Ask questions about any medical issue and make sure you understand what your Care Manager tells you.
- Follow the care plan and instructions that you have agreed on with your Care Manager.
- Do the things that keep you from getting sick.
- Make and keep medical appointments and tell your doctor at least 24 hours in advance when you cannot make it.
- Use the emergency room only in cases of an emergency or as your doctor/Care Manager tells you.
- Treat Care Management staff with respect and courtesy.
- Tell your Care Manager when you change your address, phone number, family status or other health care coverage.
- Notify Care Manager if you no longer are interested in participating in the program.



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TO FILE A COMPLIMENT, COMPLAINT OR GRIEVANCE:

Compliment:

- Acknowledge the compliment to the patient/family/legal representative.
- Complete the Unsolicited Feedback form and submit to Patient Relations.

Patient Complaint/Grievance

- The patient may contact the main hospital number (302) 651-4000 to voice a complaint or grievance or may go to the Care Management website and submit a complaint or grievance.
- The complaint/grievance should contain the contact information of the person initiating the concern, patient name and briefly describe the issue or concern.