

YOUR RIGHTS AS A PATIENT

INFORMATION & DECISION RIGHTS

- Receive clear explanations in language you understand
- Know risks, benefits, and alternatives of treatments
- Ask questions and get thorough answers
- Take time to make medical decisions
- Seek second opinions
- Access your medical records

RESPECT & DIGNITY RIGHTS

- Be treated with courtesy and respect
- Have your privacy and confidentiality protected
- Be free from discrimination
- Have your cultural and religious beliefs respected

You can refuse any treatment you do not want

PatientLead.health | Keep this card with you

YOUR HIPAA RIGHTS

ACCESS RIGHTS

- See and get copies of your medical records
- Request records be sent to others
- Get records in the format you request when possible
- Receive records within 30 days of request

AMENDMENT RIGHTS

- Request corrections to errors in your records
- Add statements if amendments are denied
- Have amendments sent to others who received records
- Receive written response within 60 days

PRIVACY RIGHTS

- Know who has accessed your records
- Request restrictions on information sharing
- Request confidential communications
- File complaints for privacy violations

ASSERTING YOUR RIGHTS

WHEN RIGHTS ARE VIOLATED

- Speak directly with the provider about your concerns
- Request to speak with a patient advocate
- File complaints with hospital administration
- Contact state medical board for serious violations
- Seek care elsewhere if needed

EMERGENCY SITUATIONS

- You have the right to emergency care regardless of ability to pay
- You can request specific accommodations even in emergencies
- You can have a support person present when possible
- You can request pain management appropriate to your condition

KEY PHONE NUMBERS

- Hospital Patient Advocate: _____
- Insurance Member Services: _____
- State Medical Board: _____

YOUR INSURANCE RIGHTS

COVERAGE RIGHTS

- Receive clear information about your benefits
- Know why claims or services are denied & appeal denial decisions
- Have emergency care covered at in-network rates
- Get timely access to covered services

APEALS PROCESS

- File internal appeals with your insurance company
- Request external review by independent organization
- Receive written decisions with clear reasoning
- Continue receiving care during appeals when appropriate

KEY INFORMATION TO REQUEST

- Summary of Benefits and Coverage (SBC)
- Provider network directory
- Formulary (covered medications list)
- Prior authorization requirements