



Windstone Health Services

Member Rights and Responsibilities

WHS is committed to ensuring equitable, non-discriminatory treatment with respect and recognition of the member, his/her family member, and/or legal guardian's dignity and need for privacy. Likewise, we recognize the member, his/her family member, and/or legal guardian's responsibility in participating in their mutually agreed upon treatment plans and health care services.

As such, WHS recognize the following rights of its members, their family members, and/or legal guardians.

Members, their family members, and/or legal guardians have a right to:

- 1) Exercise these rights without regard to gender, sexual orientation or cultural, economic, educational, disability status, or religious background.
- 2) Be informed of non-emergent cost of care and receive a verbal explanation of the member's financial obligations as appropriate, prior to incurring the expense (including co-payments, deductibles, and co-insurance)
- 3) Participate in decision-making regarding all aspects of their health care and treatment plan.
- 4) Unrestricted clinical dialogue with their provider during scheduled appointments.
- 5) Equitable treatment with respect and recognition of their dignity and need for privacy.
- 6) Receive health care in a non-discriminatory fashion.
- 7) Access their medical records in accordance with the applicable Federal and State Law and regulations.
- 8) Receive a second opinion from another participating provider when they need additional information regarding recommended treatment or when requested care has not been certified.
- 9) Expect privacy and that personal information, including diagnosis, will be kept in strict confidence and will not be shared with anyone outside of WHS operations, except with the member's written permission.
- 10) Immediate access to services and providers in the case of emergencies (a phone call from a psychiatrist within 30 minutes), urgent calls (an appointment scheduled within 48 hours) and routine calls (an appointment scheduled within 10 business days).

- 11) Clear explanations of their benefit plan and how to access services from their respective Health Plan.
- 12) Clear explanations of the proposed treatment plan, and if medications are prescribed, a clear explanation of the drug name, symptoms to be affected by the medication, the risk (if any) of taking the medication and which physical signs would require the member to call their doctor.
- 13) Voice grievances/complaints about WHS, a provider or about the care provided clear information about how to file a grievance/ complaint or appeal and be allowed to appear in-person for the review of general information about WHS, the provider, its services, providers and members' rights and responsibilities.
- 14) Receive reasonable continuity of care and be given timely and sensible responses to questions and requests made.
- 15) Make recommendations regarding WHS' members' rights and responsibilities policies.
- 16) If the recommended procedure or treatment is refused, an explanation will be given addressing the effect that this will have on the member's health.

WHS also acknowledges the following expectations or responsibilities of members, their family members, and/or legal guardians.

Members, their family members, and/or legal guardians are responsible to:

- 1) Provide current, detailed information about their present condition needed by their provider to develop an appropriate treatment plan.
- 2) Inform their provider about their hopes and expectations of treatment.
- 3) Report changes in the member's condition according to provider instructions.
- 4) Cooperate with the mutually agreed upon treatment plan instructions and guidelines discussing progress or lack thereof with the provider.
- 5) Discuss any concerns they have about treatment with the provider, including refusal of treatment.
- 6) Inform providers of the member's inability to understand information given to him/her.
- 7) Be familiar with the benefits and exclusions of the member's health plan coverage.
- 8) Ask questions about benefits, co-payments, allowed number of days/visits of the provider or administrative staff.
- 9) Pay required co-payment or co-insurance amounts.
- 10) Be on time for all appointments and notify their provider ahead of time in the event that they cannot attend their scheduled appointment or plan to terminate treatment.
- 11) Be cooperative and courteous to the people who are partners in his/her healthcare.
- 12) Be respectful and courteous to other staff and members before and after receiving services.