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.