

The Patient's Bill of Rights



1) INFORMATION



You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.

2) CHOICE IN CARE



You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.

3) ACCESS



If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.

4) COLLABORATION



You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.

5) RESPECT



You have a right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other health care providers.

6) CONFIDENTIALITY



You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your medical record and request that your physician amend your record if it is not accurate, relevant, or complete.

7) APPEALS



You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

If you believe that any of your rights have been violated, please call the State Health Insurance Assistance Program in your State.

Providing solutions to achieve healthcare's Triple Aim

Triple Aim



Patient Experience

Population Health

Lower Costs

For more information, visit our website at www.icucare.com

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