

AltaMed Health Services Corporation Patients' Rights and Responsibilities

You may speak with the Clinic Administrator at any AltaMed site if you have any questions about the care or services you received. You may also call Member Services at: 1-866-880-7805.

As A Patient, You Have The Right To:

1. Be treated with dignity and respect.
2. Get care without discrimination based on: age, race, ethnicity, country of origin, sex, religion, sexual orientation, genetic information (family health history), claims experience, medical history including End Stage Renal Disease (ESRD),, evidence of insurability (including conditions arising out of domestic violence), source of payment, health problem, mental or physical disability or your ability to pay.
3. Get facts and care in a way that doesn't make you feel different because of your culture or language.
4. Ask for an interpreter in your language. We also offer American Sign Language (ASL). If you are blind or have trouble reading, documents can be read out loud or given to you in Braille.
5. Be given information in a way that you know what is being said.
6. Learn about our AltaMed doctors and services at the time you start coming to AltaMed and during the time you are a member.
7. Know the name of your doctor and know about their training.
8. Choose or change your doctor within the AltaMed network.
9. Take part in your care. You and your family (when appropriate) work closely with your health care team. This team approach makes sure you have well planned care.
10. Talk about all your health choices with your doctor and not worry about the cost of your health plan coverage.
11. Get a second opinion from another doctor of your choice within AltaMed.
12. Say no to any tests or care offered to you, if you choose.
13. Know what's in the forms you need to sign.
14. Know all risks of and benefits to taking part in any research study or clinical trial. A clinical trial is a study that uses patients for testing new medications (or meds). To take part in such a study, you would have to give your approval in writing. If you do not want to take part in such a study, you would also have to let us know in writing.
15. Get help with making an Advance Health Care Directive. An Advance Health Care Directive puts your wishes in writing about your health care and the decisions you'd like made for you if you cannot speak for yourself. It also lets you write down the name of the person you want to make health care decisions for you if you cannot speak for yourself.
16. Get a timely answer for services that you have asked for. Services can mean tests or exams and referrals to specialists.

17. Get needed health care and education to help you prevent disease.
18. Get urgent health care.
19. Have your pain treated and managed.
20. Seek specialty care within AltaMed.
21. Privacy in receiving your care and with all of your personal needs.
22. Privacy in handling all your personal, health, and social records. AltaMed cannot give out these records to anyone without your written approval. AltaMed may *only* use or make known this information if it is needed in an emergency situation, because of state and federal laws or in the event you express the will to harm yourself or others;
23. Get a copy of your health records with enough notice. You can let your doctor know in writing if something is missing or wrong with your record.
24. Allow us to use your health information in a Health Information Exchange (HIE) that shares health records with participating doctors, hospitals, labs, radiology centers, and other health care providers in a secure and electronic manner.
25. Give your written approval or consent to AltaMed for the use of any sound, video, or film recording of you,
26. Make a formal complaint (“grievance”) and/or challenge the care provided to you (“appeal”).

Complaints & appeals can be sent to:
AltaMed Health Services Corporation
Member Services Department
2040 Camfield Avenue
Los Angeles, CA 90040
Tel: 1-866-880-7805

27. Ask for a State Hearing. A Hearing is a legal procedure where you can present your concern to the State of California. At the Hearing, you may represent yourself or have another person such as an attorney, friend, relative or any person you choose.
28. Offer your thoughts on how to make these Patient Rights and Responsibilities better.

As A Patient, You Have The Responsibility To:

1. Show identification and/or insurance cards at each visit. This proof lets your doctor know that s/he has the right health record.
2. Tell your doctors if you do not understand what they are telling you.
3. Tell your doctors about past illnesses. We may also ask you about hospital stays, medications, and other information about your health;
4. Work with your doctors to care for your health care;
5. Learn about your health problems. Help set goals that both you and your doctor agree on as much as possible.

6. Follow instructions about your care and let your doctor know if you cannot follow the instructions or choose not to.
7. Tell us about changes in your address, phone number, insurance coverage, and changes in income as soon as you know;
8. Make and keep your doctor's visit. Please come to your visit on-time. Dial the Patient Contact Center at 1-888-499-9303 when you think you might be late or need to cancel an appointment. If you are late, you may have to reschedule your appointment.
9. Be respectful when calling or visiting AltaMed, which includes respecting doctors, staff, visitors, and property.
10. Respect the privacy of others;
11. Use AltaMed's grievance and appeals process to best address your concerns about the services you receive from AltaMed.

Grievances & appeals can be sent to:
AltaMed Health Services Corporation
Member Services Department
2040 Camfield Avenue
Los Angeles, CA 90040
Tel: 1-866-880-7805

AltaMed wants to give you the best possible service. We also want to give you the chance to talk openly about your care with us. If you have a concern or need help, please call our Member Services Department at: 1-866-880-7805.

As proof that we care, AltaMed goes through a national approval process in safety and quality. This process is sponsored by The Joint Commission, an outside agency of healthcare workers that includes doctors, nurses, and patients. This group sets the standards for health care quality and service across the United States.

The Joint Commission surveys AltaMed without notice to see how well AltaMed follows the Joint Commission Standards. The survey results will be used to judge whether AltaMed meets The Joint Commission's standards for safety and quality.

You may reach out to the Joint Commission if you have any questions or concerns that still need answers.

Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Tel: 1-800-994-6610
Fax: 1-630-792-5636