



As a member of Physicians Medical Group (PMG) you have rights and responsibilities. These rights and responsibilities are in place to support valuable communication between you and your caregivers and produce the best care outcomes.

Member rights:

- Members have a right to receive information about PMG, its services, its practitioners and providers, and members' rights and responsibilities.
- Members have a right to be treated with respect, consideration and dignity and in a way that protects their privacy.
- Members have a right to participate in the decision-making process involving their health care.
- Members have a right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Members have a right to voice complaints or appeals about PMG or the care provided.
- Members have a right to make recommendations regarding PMG's Member's right and responsibilities policies.
- Members have the right to have vital documents translated at no charge to the member and to have interpreter services at no charge at all points of contact both administrative and clinical.

Members have a responsibility to provide

- To the extent possible, information that PMG and its practitioners/providers need in order to provide care.
- Members have a responsibility to follow the plans and instructions for care that they have agreed on with their practitioners.
- Members have a responsibility to understand their health problems and participate in developing mutually agreed upon treatment goals.

Members have the right to be represented by an appointed representative for those who are unable to fully participate in their treatment decisions.

- a) An appointed representative may include any of the following:
- Parent(s)
 - Enrollee appointed relative, friend, advocate, attorney or physician
 - Court-appointed representative (surrogate) such as a court-appointed guardian
 - An individual holding durable power of attorney or health care proxy
 - An individual designated under a health care consent statute

Members have the right to discuss potential treatment options, without regard to plan coverage, side effects of treatment, and management of symptoms. Practitioners will be expected to educate members regarding their health needs and share findings of history and physical examinations.