

PATIENT RESPONSIBILITIES (Revised 01.01.2020)

As a partner in your child's healthcare, you have the following responsibilities:

1. Please provide **accurate and complete** information concerning your child's present complaints, past medical history, and other matters relating to his/her health.
2. Please be sure that you **clearly comprehend** the course of your child's medical treatment and your responsibilities as a parent/legal guardian.
3. It will be **beneficial** to you to **follow the treatment plan** established by your child's physician. This includes instructions from nurses and other health care professionals as they attempt to carry out the physicians' orders.
4. Please ensure that the **financial obligations** of your child's care are fulfilled in a timely manner.
5. If you are an Emancipated Minor and need information or are inquiring about **Advance Directives (Durable Power of Attorney for Health Care, Natural Death Act Declaration or Living Will)**, please call the Member Services Department of your Health Plan (telephone number on the back of your insurance card.)
6. We ask that you **treat all providers, office personnel and other patients** respectfully and courteously.
7. You need to **communicate openly** with your child's physician so that you can develop a personal patient-physician relationship.
8. You need to **seek and obtain** services on a consistent basis from your child's primary care physician. Remember that you should notify your child's physician immediately if his/her condition worsens.
9. You need to **take charge** of your child's health and make positive choices by seeking appropriate care when needed.
10. You need to consider the **possible consequences** if you refuse to follow the physician's orders or comply with the recommended treatment. In some cases, this could mean the transfer or disenrollment from the office.
11. Please keep your scheduled **appointments** or give adequate notice for delay or cancellation (24 hours).
12. You need to **read** all Plan and education materials carefully so that you are aware of your child's benefits and their limitations. If you are unsure, please contact the Member Services Department of your Health Plan immediately.
13. You need to **help** your child's physician **maintain** accurate and current medical records by being open and honest when you provide information. Please ask other providers, emergency departments and urgent care facilities to send records of your child's care to the primary care physician.
14. Please **constructively express** your opinions, concerns and complaints to the appropriate personnel within your Health Plan.
15. You need to notify your pharmacy when you change your child's primary care physician.
16. If your child has **lab tests, x-rays or pathology results pending**, unless you are given specific instructions, please wait for **a reasonable period** before contacting the office.