



Patient Bill of Rights and Responsibilities

As a participant in the AIMM Medical Management Program, you have the right to:

1. Expect reasonable and timely access to health care services offered under this program;
2. Know the names and roles of all persons involved in your care, what services will be provided, and the goals of medical management;
3. Be addressed in a courteous and respectful manner;
4. Receive information regarding your status (e.g. diagnosis, treatment, content of medical records, and prognosis for recovery) in terms you can understand;
5. Participate in the planning and decision-making for appropriate treatment options;
6. Work with a medical management nurse that will honor requests for conducting medical management activities within certain parameters, when these parameters are not in conflict with statutory or regulatory guidelines (ex. State and/or Federal laws);
7. Expect that a medical management plan will be designed with your input, and that such a medical management plan will be specifically designed to address your individual needs and concerns;
8. Receive a copy of the medical management plan, if and when one is requested;
9. Refuse medical management services and/or recommended medical treatment, and to be informed of any possible medical or contractual consequences of this action;
10. Be reasonably informed of alternative approaches to recommended medical treatment;
11. Expect that your rights to self-determination (decision-making) will be respected;
12. Expect that, if you are unable to participate in assessments or planning during the medical management process, that your family or other appropriately designated person(s) shall be allowed participation;
13. Receive information regarding end-of-life and advance care directives, and power of attorney for healthcare, as well as resources to address legal questions you might have, upon request;
14. Receive notification including the rationale when medical management services are initiated, changed or terminated, and AIMM's Medical Management Program's criteria for selection, change, or case closure;
15. Change physicians, service agencies, or other healthcare/treatment providers if other qualified providers are available;
16. Expect that all disclosures and records will be kept confidential and used only for the purposes of conducting medical management activities and coordinating healthcare services and, except when required by law and/or regulations requiring the release of information to other parties, will not be released without your permission;
17. Be able to submit a complaint and have reasonable access to responsible administrators for resolution of complaints and/or disagreements;
18. Work with AIMM Medical Management Nurses who follow guidelines that address safety for you, your care givers, and others;
19. Receive information regarding benefits that are provided by your healthcare benefits Plan; and
20. Receive information regarding alternate resources that might meet your needs, should the benefits under your Plan not be applicable to the need, such as referrals to community resources.
21. Know the nature of the PC3M/AIMM relationship with the patient's employer, healthcare plan administrator, and others involved in the healthcare and claims relationship; and
22. Know the rationale for the selection of the patient for being selected for PC3M services.

Patient Responsibilities

It is your responsibility to attend all scheduled appointments with physicians, physical or occupational therapists, home healthcare, medical management, or other health care personnel responsible for providing you with services. If you are unable to attend your appointment, it is your responsibility to call the provider and reschedule at least 24 hours prior to the scheduled appointment(s). It is your responsibility to comply with all reasonable treatment recommendations made by your treating physician(s) and/or other healthcare services providers with which you are in agreement. If you disagree with treatment recommendations and you have not discussed your disagreement with your physician or services provider, it is your responsibility to discuss it with the medical management nurse immediately to obtain information regarding options.