



MEMBER RIGHTS

All Members of Guardian Healthcare have the ***right*** to:

- Be treated with courtesy and respect, with appreciation of your dignity, and protection of your need for privacy;
- A prompt and reasonable response to questions and requests;
- Know who is providing medical services and who is responsible for your care;
- Know what patient support services you can get, and if an interpreter is available if you do not speak English;
- Know what rules and laws apply to the conduct of staff of Guardian Healthcare and contracted providers;
- Be provided by Guardian Healthcare providers information about diagnosis, planned course of treatment, alternatives, risks, and prognosis;
- Refuse any treatment, except as provided by law;
- If eligible for Medicare, know upon request and in advance of treatment, if the healthcare provider or healthcare facility accepts the Medicare assignment rate;
- Receive, before treatment, a reasonable estimate of charges for medical care;
- Receive a copy of a reasonable, clear, and understandable detailed bill and, upon request, to have the charges explained;
- Have access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment;

- Treatment for any emergency medical condition that will get worse from failure to provide treatment;
- Know if medical treatment is for experimental research and to grant consent or refusal to take part in such experimental research;
- Private handling of medical records and expect, when required by law, to be given the chance to approve or refuse their release;
- Express grievances about any violation of their rights, as stated in South Carolina law, through the Guardian Healthcare grievance and appeals system, and the right to appeal to a state grievance and appeal oversight entity, or for Medicare members, through the CMS established appeal process;
- Participate with practitioners in making decisions about your healthcare, and provide input into your proposed treatment plan;
- Receive information about Guardian Healthcare, its services, practitioners and providers, and members' rights and responsibilities;
- Participate with practitioners in making decisions about your healthcare;
- Have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage; and,
- Make recommendations regarding Guardian Healthcare's member rights and responsibilities policies.

MEMBER RESPONSIBILITIES

As a member of Guardian Healthcare, your provider expects you to:

- Provide your healthcare provider, to the best of your knowledge, correct and complete information about present complaints, past illnesses, hospital stays, medicines and other health matters;
 - Report unexpected changes in your condition to your healthcare provider;
 - Discuss with your healthcare provider if you do not comprehend a course of treatment and/or what is expected of you;
 - Follow the treatment plan suggested by your healthcare provider and agreed upon with you;
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- Keep appointments, and when you are unable to do so for any reason, notify your healthcare provider or the healthcare facility;
 - Answer for your actions if you refuse treatment or do not follow the healthcare provider's instructions;
 - Assure that the financial obligations of your healthcare are fulfilled as promptly as possible; and,
 - Follow healthcare facility rules and laws that affect patient care and conduct.
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