



HMC HealthWorks Member Rights & Responsibilities

Member Rights

You have the right to receive information about HMC HealthWorks, our services and our providers.

You have the right to receive information on your rights and responsibilities as a member, and to tell HMC HealthWorks what you think your rights and responsibilities should be.

You have the right to be treated with respect and dignity by HMC staff and by your providers.

You have the right to know the name and title of any staff member speaking with you and to speak with their supervisor upon request.

You have a right to privacy.

- You have the right to have information about your diagnosis and treatment kept confidential and only shared as required by state and federal law.
- HMC HealthWorks will only release information to others about your diagnosis and treatment if you or your legal guardian sign a form allowing the information to be released.

You have the right to participate with your providers in making decision about your health care. This includes the right to talk to your provider about the best treatment options for your condition, regardless of the cost of the care, or benefit coverage.

You have the right to make a complaint about HMC HealthWorks staff, services or care given by providers.

You have the right to appeal a decision made by HMC HealthWorks about your care.

Member Responsibilities

You have the responsibility to give HMC HealthWorks and your providers all information that may be needed to plan your treatment. This includes information and records on past treatment.

You have the responsibility to notify HMC HealthWorks and your provider of any changes in information, including changes in address or phone number.

You have the responsibility to understand your health problems and work with your provider to develop a plan for your care.

You are responsible to follow the plan of care you and your provider have developed.