



THE COORDINATING CENTER
INSPIRED SOLUTIONS

RIGHTS AND RESPONSIBILITIES

As a member of the care coordination team The Coordinating Center is committed to helping you receive the highest quality of services available. One important way to achieve this level of excellence is for you to exercise your rights and responsibilities as a member of the health care team.

The following identifies your rights and responsibilities related to care management as a partner in service delivery with The Coordinating Center.

It is your right to:

1. Have all of your information kept confidential.
2. Be part of the decision making process regarding your health care and care coordination plan.
3. Participate in the development of your plan of care and receive a copy of that plan.
4. Receive assistance in obtaining information about programs or services for which you may be eligible.
5. Receive information in a language that you understand.
6. Request a change in your Care Coordinator to best meet your needs.
7. Voice concerns or grievances about The Coordinating Center and receive a timely response to those matters by contacting Center personnel.
8. Be treated with respect and dignity by staff members of The Coordinating Center including timely responses to your requests or inquiries.
9. Refuse care coordination services understanding that such refusal may have an impact on your eligibility for programs or services.
10. Have your preference for end of life or advance directives honored by The Coordinating Center personnel, as deemed appropriate by law.
11. Review information contained in your care coordination records and plans.
12. Request and obtain notice, criteria or rationale for any changes in your care coordination services including the commencement and termination of care coordination services.

It is your responsibility to:

1. Notify The Coordinating Center about any changes in address, name, or other important information including information that may affect your health or services.
2. Inform the Care Coordinator if you are hospitalized or go to the Emergency Room for any reason.
3. Actively participate with providers and the Care Coordinator working with you by being part of the team that develops the Plan of Care.
4. Discuss any problems for which you desire assistance or concerns about services or service providers with the Care Coordinator.
5. Call the Care Coordinator if you need to make a change in the plan of care, particularly nursing hours or services, or if you are having trouble understanding or adhering to any part of it.
6. Be in attendance at all plan of care meetings and notify your Care Coordinator if you need to re-schedule or won't be able to attend.
7. Notify the Care Coordinator if you are not going to be available for a scheduled home/site visit (clinic or school)
8. Notify the Care Coordinator of any cancelled clinic or doctor's visits, or any pre-arranged transportation, if you are not going to be able to keep the scheduled appointment.
9. Cooperate in the scheduling of home visits/site visits at a time that is convenient for both you and the Care Coordinator.
10. Voice any concerns or ask for clarification about any procedures, services, processes or treatment that will affect your care or your ability to participate in that care.

I have read these client rights and responsibilities and understand their scope and intent.