

Patient Rights and Responsibilities

Pivotal Health understands that all patients have basic rights while you are receiving medical care, and we are committed to honoring those rights. Likewise, Pivotal Health has a right to expect reasonable and responsible behavior on the part of the patient. A summary of your rights and responsibilities follows:

1. Access to Care

- Receive safe, appropriate, and medically necessary care within the provider's scope of services.
- Be informed about available services and how to access care, including hours of operation and how to obtain after-hours or emergency care.

2. Nondiscrimination

- Be treated with respect and dignity, without discrimination based on race, color, national origin, sex, age, disability, religion, or any other protected status.
- Receive free language assistance services (such as interpreters or translated materials) and auxiliary aids (such as closed captioning or accessible formats), when needed.

3. Communication and Information

- Receive clear explanations about your condition, treatment options, risks, benefits, and alternatives in a manner you understand.
- Ask questions and receive timely answers from your healthcare provider.
- Be informed of the provider's identity, credentials, and role of individuals involved in your care.

4. Privacy and Confidentiality

- Have your medical and personal information protected in accordance with applicable privacy laws, including HIPAA.
- Receive care in a manner that preserves your privacy and confidentiality.

5. Participation in Care Decisions

- Actively participate in decisions regarding your care and treatment plan.
- Refuse or discontinue treatment to the extent permitted by law.
- Receive information necessary to provide informed consent prior to treatment.

6. Access to Records

- Access and obtain copies of your medical records in accordance with applicable law.
- Request corrections to your medical records if needed.

7. Continuity and Coordination of Care

- Receive appropriate follow-up care, referrals, or coordination with other providers when necessary.
- Be informed if care must be transferred, discontinued, or referred elsewhere.

8. Safety

- Receive care in a safe environment that meets applicable standards of practice.
- Be informed of any risks related to your care or environment.

9. Grievances and Complaints

- File a complaint or grievance regarding your care or services without fear of retaliation.
- Receive information on how to file a complaint with the organization and with appropriate regulatory agencies.
- Have complaints reviewed and addressed in a timely manner.

Patient Responsibilities

As a patient receiving telemedicine services, you are responsible for:

1. Providing Accurate Information

- Provide complete and accurate information about your health history, medications, symptoms, and other relevant information.
- Inform your provider of any changes in your condition.

2. Participation and Engagement

- Actively participate in your telemedicine visits, ask questions, and follow recommended treatment plans.
- Notify your provider if you do not understand instructions or need clarification.

3. Respectful Conduct

- Treat healthcare providers and staff with respect and courtesy.
- Refrain from abusive, disruptive, or inappropriate behavior during telemedicine interactions.

4. Compliance with Treatment

- Follow agreed-upon treatment plans, including medications, follow-up visits, and referrals.
- Inform your provider if you are unable or unwilling to follow the treatment plan.

5. Appointments and Timeliness

- Keep scheduled appointments or provide timely notice if you need to cancel or reschedule.
- Respond to communications from your provider when necessary for your care.

6. Financial Responsibilities

- Understand your insurance coverage, copayments, and any out-of-pocket costs.
- Fulfill your financial obligations related to services received.

Contact Information

- For questions about your rights, assistance services, or to file a grievance, please contact:
Pivotal Health / 321-821-2032 / compliance@pivotalhealth.com / Compliance Manager
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