

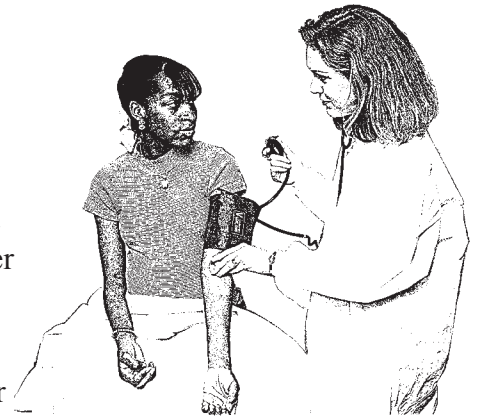
# Patient 1st Rights and Duties

## *Read this to find out what you need to know!*

Your good health is important. The Patient 1<sup>st</sup> Program is set up to make sure you get the health care you need. For you to get good health care, there should be respect and trust between you and your personal doctor or clinic. When you signed up for Medicaid, you agreed to be part of Medicaid and to follow Medicaid's rules. This also means you have the following rights and duties when you are on the Patient 1<sup>st</sup> Program:

### You have the right:

- ❖ To pick or change your own personal doctor from the list of doctors who see Patient 1<sup>st</sup> patients from your county;
- ❖ If you want a doctor other than the one assigned to you or you want to change the doctor you have been seeing, call 1-800-362-1504. In order for the change to be effective the first day of the next month, you must change by the 15<sup>th</sup> of the month. You can change by calling the number above or by e-mail at [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov).
- ❖ To go to any doctor or clinic for birth control without getting approval from your personal doctor. You do not have to use your personal doctor for birth control or any family planning services;
- ❖ To go to the emergency room right away if you have a real emergency;
- ❖ A real emergency is a serious health problem that can cause lasting injury or death. If you are not sure that it is an emergency, call your personal doctor.
- ❖ To be told what your illness or medical problem is and what the doctor thinks is the best way to treat it and to receive information about treatment options and alternatives in a manner that is appropriate to your condition and that you understand;
- ❖ To decide about your health care and give permission before surgery or the start of any treatment;
- ❖ To be able to get in touch with your personal doctor or another qualified person chosen by your doctor, 24 hours a day;
- ❖ To have the personal information in your medical record kept private, to request and receive a copy of your medical records and to request that these records be corrected;
- ❖ To report to Medicaid any complaint or grievance about your doctor or medical care;
- ❖ If you have a complaint or grievance, you may call 1-800-362-1504. A Medicaid representative will work with you to correct problems you may have with your personal doctor and/or the care you have received. Medicaid will act on your complaint within 14 days of receipt;
- ❖ To be treated with respect, dignity and privacy;
- ❖ To receive assistance with interpretation services by calling the Recipient Call Center at 1-800-362-1504;
- ❖ To be free from being coerced into making decisions about your treatment. This includes any form of restraint or seclusion; and
- ❖ To not be discriminated against due to race, color, national origin or health status or the need for health care services.



**OVER**

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## You have the duty:

- ❖ To follow the rules for Medicaid and Patient 1<sup>st</sup>;
- ❖ To call your personal doctor first before going to another doctor or clinic or to the emergency room if it is not a real emergency;
- ❖ To give as many facts as you can to help your doctor or other health care provider take care of you;
- ❖ To call your doctor or clinic and let them know if you cannot come to an appointment;
- ❖ To follow the instructions you get from your personal doctor or clinic;
- ❖ To ask questions about anything you do not understand; and
- ❖ To follow the rules set up by your personal doctor for his or her office or clinic. This includes showing respect and courtesy to the doctor, his or her employees, and other patients and their families.

## Remember!

**Your Patient 1<sup>st</sup> Personal doctor has the right to ask you to follow the rules for the office or clinic.**

This also applies to any visitors or relatives who come with you or your child. If you or the others with you do not follow the rules, your doctor has the right to ask that you or your child be assigned to another Patient 1<sup>st</sup> doctor.

Serious problems, such as acting in a rude, mean or threatening way to the doctor or to a person who works for the doctor, may result in you losing your Medicaid. This includes fighting, using profanity or other abusive words, carrying a weapon or being under the influence of drugs or alcohol.

The Alabama Medicaid Agency ensures compliance with all federal and state regulations including Title VI of the Civil Rights Act of 1964, Title XI of the Education Amendment of 1972, the Age Discrimination Act of 1997, the Rehabilitation Act of 1973 and the Americans with Disabilities Act.