MTC Care Patient Rights and Responsibilities

Respectful and Safe Care

- Be given considerate, respectful and compassionate care.
- Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual).
- Be free from restraints and seclusion unless needed for safety.
- Know the names and jobs of the MTC Care people who care for you.
- Know when students, residents or other trainees are involved in your care.
- Have your culture and personal values, beliefs and wishes respected.
- Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity or language.
- Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., elderly or disabled) exercise their rights and protect them from abuse and neglect.
- Receive information about our charges.
- Ask for an estimate of our charges before care is provided.

Effective Communication and Participation in Your Care

- Get information during your visit in a way you can understand. This includes communication assistance, such as foreign language interpreters, as well as vision, speech and hearing assistance provided free of charge.
- Get information from your MTC Care provider about:
    - your diagnosis
    - your test results
    - possible outcomes of care and unanticipated outcomes of care
- Be involved in your plan of care and discharge plan from our services.
- Involve your family in decisions about care.
- Ask questions and get a timely response to your questions or requests.
- Refuse care.
- Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
- Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

Informed Consent

- Give permission (informed consent) before any non-emergency care is provided, including:
    - risks and benefits of your treatment
    - alternatives to that treatment
    - risks and benefits of those alternatives

Privacy and Confidentiality

- Have privacy with confidential treatment and communication about your care.
- Be given a copy of the MTC Care HIPAA Notice of Privacy Practices, which includes information on how to request access to your medical record.

Patient Responsibilities

- Provide accurate and complete information about your health, address, telephone number, date of birth and insurance carrier.
- Have your facility notify us if you cannot keep your appointment.
- Be respectful to your care team, from the Psychologists, Psychiatrists, Nurse Practitioners, and Social Workers to the Facilitators that aid you in the telemedicine visit.
- Be considerate in language and conduct of other people and property, including being mindful of noise levels.
- Be in control of your behavior if feeling angry.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Take responsibility for the consequences of refusing care or not following instructions.
- Keep all information about facility staff or other patients private.
- Pay your bills or work with us to find funding to meet your financial obligations.

Complaints & Grievances:

- If you have a complaint or grievance with MTC Care's services or if you believe your patient privacy rights have been violated, you may complain and have your complaint reviewed without affecting your care. MTC Care will not take action against you for filing a complaint.

- You may contact **MTC Care's Compliance Department** directly to file a compliant:
  - By email at Compliance@mtccare.com or
  - By phone at (877)-742-6992 ext. 507
  - In writing at:
    - MTC Care
    - Attn: Compliance Department
    - 213 Court St STE 603
    - Middletown, CT 06457
- All verbal and written complaints or grievances are documented, reviewed and resolved by MTC Care's compliance team.
- If you are not satisfied with MTC Care's resolution of any complaint or grievance, you may file a complaint with the Secretary of the U.S. Department of Health and Human Services (HHS). More information on how to file a complaint can be found directly on the HHS website, here.