

# LIFE Geisinger Participant Rights

As a participant in LIFE Geisinger you have the following rights:

- To have this Enrollment Agreement, all treatments and treatment options fully discussed and explained to you in a language you understand (which includes Braille if necessary).
- To be fully informed in writing in a language you understand, (which includes Braille if necessary) prior to and at the time of enrollment (as well as during participation) of the services available at the Center and in the program.
- To not be required to perform services for LIFE Geisinger.
- To be fully informed of rights and responsibilities as a participant in LIFE Geisinger and to exercise your rights as a participant. This may include voicing grievances and recommending changes in policies and services to Center staff and outside representatives of your choice. There will be no restraint, interference, coercion, discrimination or reprisal by the Center or its staff.
- To be fully informed of the appeal process including LIFE Geisinger, Medicare and Medicaid appeals processes, and be provided, by LIFE Geisinger staff, any assistance needed to file an appeal, as outlined in LIFE Geisinger's appeal process.
- To be fully informed by the health team of your health and functional status.
- To participate in the development and implementation of your service plan designed to promote your functional ability to the optimal level and to encourage your independence. The health team must agree upon these services.
- To choose your health care provider including your primary care physician and specialists from LIFE Geisinger's contracted network.
- To request a qualified specialist for women's health for routine or preventative women's health services.
- To access emergency services without prior approval.
- To request reassessment by the health team.
- To be given advance notice, in writing, of any transfer to another treatment setting.
- To receive information on advance directives and assistance in completing forms to carry out your wishes.
- To receive treatment and rehabilitation services.
- To be treated with dignity and respect, and be afforded privacy, confidentiality and humane care.
- To receive services in a culturally competent manner even if you have limited English language skills and a diverse cultural and ethnic background.
- To be free from harm, corporal punishment, unnecessary physical or chemical restraints, involuntary seclusion, physical or mental abuse or neglect.
- To be free from hazardous procedures.
- To have reasonable access to telephones.
- To be assured of confidential treatment of all information contained in your health record, including information contained in any automated data bank. We will require your written consent or authorization for the release of information to persons not otherwise authorized under law to receive it. You may provide written consent or authorization, which limits the degree of information and the persons to whom information may be given.
- To review your own records and to request and receive a copy of your medical records and to request that they be amended or corrected.
- To refuse treatment and be informed of the consequences of such refusal.
- To receive competent, considerate, respectful care from LIFE Geisinger staff and contractors without regard to race, religion, color, age, sex, source of payment, national origin, sexual orientation or disability.
- To receive comprehensive health care in a safe and clean environment, and in an accessible manner.
- To be able to examine the results of the most recent review of LIFE Geisinger conducted by the state and federal government.
- To end your participation in LIFE Geisinger at any time subject to the terms of this agreement.
- To be encouraged and assisted to exercise rights as a Participant, to recommend changes in policies and services to LIFE Geisinger staff, and to exercise civil and legal rights.
- To have staff orally review the Bill of rights with you and your caregiver at enrollment in the language understood by you.