

POLICY STATEMENT: BENEFICIARY BILL OF RIGHTS*

At HeartSong Health In Community you have the right to:

- be treated with respect and courtesy
- be treated with thoughtfulness for your dignity and privacy
- choose and change providers
- get facts about program services and providers
- get complete, current information about your health in understandable terms
- be involved in decisions about your health care, including having questions answered and having the right to refuse treatment
 - ask for and get a copy of your medical records and ask for changes to Heabe made to them when you believe that the information in them is not correct
 - get a second opinion from a qualified provider who is enrolled in your insurance plan
 - give feedback about your health care, about both things that you are satisfied with and things that you would like to see changed
 - be free from any form of restraint or isolation used for discipline, convenience, or retaliation
 - appeal if services are denied that you believe are needed.

* Adapted from the Beneficiary Bill of Rights for Vermont Health Care Programs, Advisory October 2009 Office of Vermont Health Access.