



# The Foundation

HUMBOLDT-DEL NORTE FOUNDATION FOR MEDICAL CARE

A partner in the delivery of medical care in Humboldt and Del Norte Counties since 1963

## Member Rights and Responsibilities

The Foundation is committed to treating our members in a manner that respects their rights.

Members have the right to:

- receive information about the Foundation, its services, its practitioners and providers, and member's rights and responsibilities.
- be treated with respect and recognition of their dignity and right to privacy.
- participate with practitioners in decision making regarding their health care.
- a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- voice complaints or appeals about the Foundation or the care provided.
- make recommendations regarding the Foundation member rights and responsibilities policies.

To assist the Foundation in meeting these obligations, it is the member's responsibility to:

- provide, to the extent possible, information that the Foundation and its practitioners/providers need in order to care for them.
- follow the plans and instructions for care that they have agreed on with their practitioners.
- understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.

The Foundation will promote understanding and proper implementation of this policy by:

- Informing new members of their rights and responsibilities in the New Member Handbook.
- Orienting new employees to the Members Rights and Responsibilities.
- Conducting in-service education on Member's Rights and Responsibilities, as needed, for Foundation employees, provider office staff and contracting facility staff.