



## UVM Health Care Management Patient Rights & Responsibilities

### Your Rights

- Get health info that's easy to understand
- Be treated kindly and with respect
- Make shared decisions about care
- Know your private info is protected, and how we do that
- Ask questions about the program
- Learn about all available services, and options
- Know who's on your care team
- Get a free interpreter if needed
- Share feedback or complaints safely\*
- Leave the program anytime

### Your Responsibilities

- Give your care manager helpful info
- Ask questions if something's unclear
- Tell your team if your care plan is hard to follow
- Let us know if you want to stop services

## UVM Health Network Medical Group Respect & Inclusion

### Please be respectful

- Be kind to staff, patients, and visitors
- Use thoughtful words and actions
- We're here to help during tough times

### We do not allow

- Rude or threatening behavior
- Disrespectful comments about anyone's: race, gender, religion, background, disability, age, income, HIV status, military service or immigration status

### Staff reassignment

- We do not switch staff based on biased requests
- In special cases (like past trauma or religious needs), we may consider changes carefully
- Clients are under no obligation to work with professionals that they know personally or outside of a professional setting.

\*For any concerns, comments or complaints call toll free at (833) 763-0652