

AGC providers are committed to partnering with you in maintaining your good health. As a patient, you have the right to:

Patient Rights

- Exercise these rights without regard to gender, sexual orientation or cultural, economic, education or religious background.
- Receive information about our Medical Group, its services and health care providers.
- Be treated with professionalism, respect, courtesy and dignity.
- Have all matters considered in privacy and confidentiality.
- Participate in decisions about your healthcare and treatment, as well as receive adequate information about your diagnosis and proposed treatment plan from your healthcare provider.
- A candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- Refuse a procedure or treatment if you so desire and be told what effect this may have on your health.
- Be informed of test results in a timely manner.
- Obtain a second opinion by another AGC Pediatrics Provider.
- Have access to acute medical care twenty- four (24) hours a day, through emergency room coverage every day of the year if you have a life- threatening medical condition.
- Have the physician whom you visit focus his or her best efforts on your behalf in order to make a diagnosis and develop a proposed treatment plan based on the information available at the time of visit.
- Receive complete information about our fees upon request.
- Right to voice complaints or appeals about the medical group or the care provided.
- Knowledge that the Medical Group specially does not reward practitioners or other individuals conducting utilization review for issuing denials of coverage, service or decisions that results in underutilization.
- Have the right to submit to the provider an amendment to the medical record if upon review the patient believes any item or statement is incorrect or incomplete.
- Right to be represented by parents, guardians, designated family members or other conservators for those who are unable to fully participate in their treatment decisions.
- Right to make recommendations regarding the Physician Group's Member Rights and Responsibilities Policies.

Patient Responsibilities

AGC Providers are committed to partnering with you in maintain your good health. As a patient, you have the responsibility to:

- Provide your healthcare provider with complete and accurate information.
- Understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible and notify him/her of any significant changes in your condition.
- Recognize that your primary care physician will provide the care he or she is trained to provide prior to seeking consultation with a specialist.
- Know the benefits, limitations and exclusions of your insurance coverage.
- Pay for services rendered, including co-payments and deductibles.
- Understand that before specialty care may be obtained, you must receive a referral from your primary care provider, if required by your insurance company.
- Give adequate notice of delay or cancellation of scheduled appointments.
- Contact your primary care provider or substitute anytime for perceived urgent medical needs or questions.
- Know how to access healthcare services for routine, urgent and emergency situations. An emergency is a serious condition requiring immediate intervention. An urgent condition could either lead to a potentially harmful outcome if not treated or requires immediate attention (within 24 hours) due to the severity of the symptoms. A non-urgent condition includes a limited physical exam or follow-up of acute or chronic medical or surgical conditions.
- To designate a family member(s) or other conservator(s) if you are unable to participate in treatment decisions.