CARE MANAGEMENT - PATIENT RIGHTS AND RESPONSIBILITIES

GatorCare
Your Partner in Health

Our experienced Nurse (RN) Care Coordinators provide support through:

- Care Coordination
- Care Navigation
- Complex Case Management
- Chronic Condition Management
- Primary Care and Speciality Provider Connection
- Health Education and Self-Management Support
- Medication Understanding
- Resource Coordination and Community Referrals

Your Responsibilities:

- Share complete and accurate information about your health, medications, providers, and other information needed to coordinate services effectively.
- Notify the nurse/care coordinator when there are changes in your contact information or healthcare needs.
- Work with the nurse/care coordinator to develop and follow a care plan that supports your health goals.
- Notify your nurse/care coordinator if you have concerns about the care plan or are unable to follow any part of the plan so that adjustments can be considered.
- Notify your nurse/care coordinator and your healthcare provider if you choose to leave or are no longer participating in the Care Coordination/Case Management Program.
- Continue to work with your healthcare providers to support your ongoing health needs after leaving the program.
- Respect the rights of staff.
- Refraining from the use of inappropriate language such as cursing or swearing.
- Refrain from behavior and language that threatens staff with bodily injury, fear, and intimidation.
  - Please do not use words, actions or behaviors that are threatening to oneself or others.
  - This includes words, actions or behaviors that reflects an intention to instill fear in another person or the intent to cause physical or mental harm that could lead to psychological or physical harm of another person.

Your Rights:

- Respectful care that is free from discrimination on the basis of race, color, national origin, religion, age, sex, physical, mental, or other disability, medical condition, sexual orientation, gender identity, gender expression, pregnancy, marital status, citizenship, veteran status, source of payment or other non-medically relevant factors.
- Be called by your preferred name and pronouns.
- Know what services are available to you, including non-covered services, and receive financial counseling so you may meet financial obligations.
- Work collaboratively with your care team when making decisions regarding your care.
- Receive information and instructions in ways that you understand.
- Be provided medical interpreter services if you have a need at no charge to you.
- Have your personal, health, and medical information kept private and confidential.
- Be informed about who may have access to your information and why.
- Understand the safeguards that are used to protect the security, privacy, and confidentiality of your information.
- Know who is your assigned nurse/care coordinator.
- Request a different nurse/care coordinator, if desired.
- Decline participation in care coordination/case management services at any time.
- Disenroll from care coordination/case management program at any time with no penalty to you or your health benefits.
- File a complaint, concern, or grievance regarding case management services.
  - Receive acknowledgment of your complaint within 3-7 business days.
  - Receive resolution or updates regarding your complaint within 30 days (may be extended to 45-60 days depending on complexity).

To request a different case manager, disenroll, ask questions, submit a complaint, or share positive feedback about your experience, please contact our team via email at:
CorpCareManagement.ufh@ufhealth.org