

## MEMBER RIGHTS AND RESPONSIBILITIES

At Grand Rounds, we recognize the importance of effective communication between you and our team. We encourage you to ask questions and share concerns as they arise so that those partnering with you can provide prompt, courteous solutions to any issues that may come up.

We also recognize that all members have basic rights, and we are committed to honoring these rights. Likewise, Grand Rounds has a right to expect reasonable and responsible behavior from members that allow us to provide the best service possible. The following is a summary of rights and responsibilities that we believe serve as a foundation for a good relationship between you, the member, and your Grand Rounds team.

### Member Rights:

- You have the right to be treated with courtesy and respect by all of our staff.
- You have the right to receive information that is easy to understand.
- You have the right to be supported by our staff while you work in collaboration with our team.
- You have the right to be informed of all services available to you, even if a service is not covered, and to discuss these options with your Grand Rounds team.
- You have the right to know how we keep your personal and medical information confidential, private and safe.
- You have the right to know who can access your information.
- You have the right to know about the partnerships we have with other companies who may provide care or services on behalf of Grand Rounds.
- You have the right to access information about our programs and services.
- You have the right to know our staff's experience and qualifications.
- You have the right to decline participation or disenroll in our services.
- You have the right to know the name of clinicians and staff involved in your care.
- You have the right to know how to request a change in staff involved in your care.

## Complaints

- You have the right to:
  - File complaints with Grand Rounds.
  - Know how much time it should take for our staff to respond to and resolve your complaint and issues of quality.
  - Know how to file a complaint:
    - Call (800) 929-0926 and speak with a Service Representative; or
    - Write and mail to:  
Grand Rounds  
Attn: Care Excellence  
35 Canal St., Ste. 401  
Lewiston, ME 04240
- Complaints and issues of quality against a Grand Rounds Clinician:
  - Write and mail to:  
Grand Rounds  
Attn: Clinical Excellence- Clinician Complaints  
35 Canal St., Ste. 401  
Lewiston, ME 04240

## **Member Responsibilities:**

- You have a responsibility to partner with your care team to work toward your health goals.
- You have a responsibility to tell your care team if you have concerns or do not think you can take the steps to improve your health that you discussed with your team.
- You have a responsibility to inform our staff and your Grand Rounds clinician if you no longer wish to receive our support.
- You have a responsibility to be an active participant in your care, sharing important medical information with your care team so that we can work together to improve your health.