

CareVio[®], helps you coordinate clinical, behavioral, social and other care needs. Together, we will address potential medical complications before they become more serious health problems so you can achieve your best health.

Please take a moment to review your rights (things we will do for you) and responsibilities (things you can do for us) as a CareVio[®] participant.



Complaints, concerns and questions

If you have a concern about the quality and safety of your care, please talk about this with your care coordinator or health care provider. If you still are concerned, please talk with:

- Your doctor.
- The nurse manager of the area.
- A nursing supervisor.

You have the right to tell us about your concerns or complaints. You also have the right to talk to a representative to receive instructions on how to use the complaint process:

ChristianaCare Patient Relations Department

Christiana Hospital: 302-733-1340
Wilmington Hospital: 302-320-4608
Middletown Emergency Department: 302-733-1340

Delaware Office of Health Facilities Licensing and Certification

258 Chapman Road, Chopin Building, Suite 101
Newark, DE 19702
800-942-7373

Joint Commission Office of Quality Monitoring

800-994-6610
complaint@jointcommission.org

Communication

- You have the right to be told about your rights and responsibilities as a participant as soon as possible.
- You can have your care coordinator, your home health care provider, a family member or another person of your choice called if you are admitted to the hospital.
- You have the right to have information given to you in a way that you understand.
- You have the right to have an interpreter or other aides with you if you don't understand English or have other communication needs (for example, trouble hearing or seeing).
- You have a right to see your records, unless for a medical reason your doctor asks the information be kept private.
- We will help you see your medical records as quickly as we can.
- You have the right to know the names and jobs of the people who are taking care of you.
- You have the right to know about any contractual relationships with the organization.

Patient Rights & Responsibilities

For CareVio[®] patients enrolled in community-based care coordination



1-844-227-3565

CareVio[®], a subsidiary of ChristianaCare[®], a separate company, is providing care management services for a certain segment of members.

CareVio[®] is powered by ChristianaCare[®]



Your rights

- You have the right to quality care regardless of your race, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, source of payment or any other status that is an illegal basis for discrimination.
- You have the right to share in your care, help make choices about your care, and be part of what will be done to take care of you. You also have a right to help make choices about how, where and when you leave.
- You have the right to be told about your health.
- You have the right to be informed of all care coordination services available, even if a service is not covered. You also have the right to discuss options with treating practitioners.
- You have the right to decline participation or disenroll from programs and services offered.*
- You have the right to request a different staff member.*

***To do so, call CareVio® at 1-844-227-3565 and ask to speak with a nurse supervisor.**

Your responsibilities:

- You are responsible for giving us correct and complete information about yourself, such as your past and present sicknesses, what medicines you take, your allergies and anything else that has to do with your health.
- You are responsible for telling us about changes in your health, medicines, insurance or service providers.
- You are responsible for following the plan of care that you and your care coordinator come up with. Please tell us right away if there is anything that you do not understand.
- You are responsible for telling your care coordinator if you cannot follow the plan offered or if you choose to disenroll in the care coordination program.
- You are responsible for letting your primary care provider know if you disenroll in the care coordination program.

Advance Directives

- Advance directives (living will and power of attorney for health care) are legal papers that let you choose what you want to happen if you are no longer healthy enough to make choices for yourself. You have the right to have us follow your directions, as long as they are within the limits of the law and in agreement with our mission.
- Be sure to tell us if you have an advance directive and give us a copy when you enroll in an acute care coordination program.



Representatives

- If you have a person set up to make all your choices (a representative), please make sure they understand that they need to be ready to review your care if you are not able to do this for yourself.



Privacy

- You have a right to know that your care will be talked about privately, and that staff who are not taking care of you will not be present without your permission.
- You have the right to expect your records are kept private. They will be read only by staff who are taking care of you or staff who are responsible for making sure you receive quality care. Other people can read your medical records only with your written permission or the written permission of your decision-maker.
- You can expect that all parts of your record will be treated as confidential.

Safety

- You have a right to be cared for safely, free from any abuse, harassment, neglect or physical punishment.

Respect and consideration

- You have the right to be cared for with kindness and respect.
- You have the right to express your spiritual beliefs and cultural practices, while not interfering with the rights and beliefs of others.
- You are expected to treat any health care equipment with care and safety.

Refusing care

- If you choose not to participate or do not follow the plan you set up with your health care provider, you will be responsible for your actions.

