

Rights and Responsibilities

You and your child have a right to:

- Receive information about UnitedHealthcare, its services, the doctors providing care, and member rights and responsibilities.
- Be told by your child's doctor what is wrong, what can be done and what the likely result will be in language you understand.
- Learn about available options and alternatives to treat your child.
- Voice complaints or appeals about UnitedHealthcare and the care we provide.
- Suggest changes to UnitedHealthcare's member rights and responsibilities.
- Be cared for with respect and dignity, without regard for health status, physical or mental handicap, sex, race, color, religion, national origin, age, marital status or sexual orientation.
- Be told where, when and how to get the services you need from UnitedHealthcare.
- Get a second opinion about your child's care.
- Give your OK to any treatment or plan for your child's care after that plan has been fully explained to you.
- Refuse care for your child and be told what you may risk if you do.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Get a copy of your child's medical record, talk about it with your child's doctor, and to ask, if needed, that your child's medical record be amended or corrected.
- Have your child's medical record be kept private, shared only when required by law or contract or with your approval.
- Receive respectful care in a clean and safe environment free of unnecessary restraints.
- Receive information about physician incentives.
- To make an advance directive.

You and your child have a responsibility to:

- Give information that UnitedHealthcare and your child's doctor need to care for your child.
- Listen to the doctor's advice, follow instructions and ask questions.
- Understand your child's health problems and work with your child's doctor to develop treatment goals.
- Work with your child's doctor to guard and improve your child's health.
- Find out how your child's health care system works.
- Go back to your child's doctor or ask for a second opinion if your child does not get better.
- Treat health care staff with the respect you expect yourself.
- Tell us if you have problems with any health care staff.
- Follow the appointment scheduling process.
- Keep your child's appointments. If you must cancel, call as soon as you can.
- Use the emergency room only for real emergencies.
- Call your doctor when your child needs medical care, even if it is after office hours.