

Patient bill of rights

Courtesy, dignity, confidentiality, communication and privacy are essential to services provided by Davis Vision. Davis Vision strives to ensure that all providers regard and uphold these rights:

1. Patients have the right to understand and use these rights. If for any reason patients do not understand the rights or require assistance, Davis Vision's staff will provide assistance. Patients, including the hearing and speech impaired, have the right to receive communications in a language and manner that is understood by the member.
2. Patients have the right to receive treatment without discrimination as to race, color, religion, sex, age, national origin, disability, sexual orientation or source of payment.
3. Patients have the right to receive materials that clearly explain the scope of covered benefits, such as information regarding accessing covered benefits, including requirements for prior authorization and accessing emergency or out-of-area services; cost-sharing features under the benefits plan and coverage exclusions. Patients are provided with a mechanism to access a directory of participating providers.
4. Patients have the right to expect continuity of care and to know in advance what appointment times and services are available in which locations.
5. Patients have the right to choose all plan services and options. When full service benefits are chosen, the provider agrees to accept the plan fees as payment in full. Where co-payments are applicable, patients have the right to an explanation of all such charges. Patients have the right to choose non-plan materials with the understanding that they are responsible for all applicable charges.
6. Patients have the right to be shown the Davis Vision Plan Collection and choose a frame from the Tower Collection (where applicable).
7. Patients (and their families when appropriate) have the right to know all options, therapies, treatments and services available to them regardless of any restrictions imposed by the vision care plan. Practitioners should not be deterred or constrained from presenting these options to the patient. The right entitles the patient access to information on services whose scope or frequency may exceed that which is allowed under the plan. Patients shall be informed of all professional fees prior to the provision of such services.
8. Patients have the right to receive considerate and respectful care in a clean and safe environment.
9. Patients have the right to know the name, position, and function of any office staff involved in care, and may refuse their treatment, examination or observation.
10. Patients have the right to know the names, qualifications and licenses of all providers involved with their care. If an optometrist is involved, they have the right to know whether the provider is certified to use diagnostic pharmaceutical agents and/or therapeutic pharmaceutical agents. If an ophthalmologist is providing care, they have the right to know if they are board certified.
11. Patients have the right to receive complete information about their diagnosis, treatment and prognosis. Patients have the right to receive all the information needed to give informed consent for proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment. Patients are expected to provide all necessary information to providers to facilitate effective treatment. Patients are responsible for providing, to the best of their knowledge, accurate and complete

information about their complaints, medical and family history, eye and vision history and any other pertinent information.

12. Patients have the right to refuse treatment and be told what effect this may have on their health.
13. Patients have the right to privacy while in the office and confidentiality of information and records regarding their care. Patients have the right that safeguards be adopted to protect their privacy and the *confidentiality* of all patient data gathered by Davis Vision participating providers. The release of protected information will be provided only to authorized agents and appropriate regulatory authorities.
14. Patients have the right to review, comment upon and request correction of health information on their medical record and obtain a copy of the medical record, for which the office may charge a reasonable fee. Patients cannot be denied a copy solely because they cannot afford to pay. The right allows patients to review, comment upon and request correction of health information on their medical record
15. Patients have the right to receive the Davis Vision Privacy Practices Notice describing how their medical information may be used and disclosed and how they may gain access to this information as dictated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
16. Patients have the right to receive, without charge, a copy of their eyeglass prescription. Patients wearing contact lenses may, depending on the state in which services have been provided, have a right to receive a copy of their contact lenses only after the lens fit has been confirmed. The prescription may contain an expiration date.
17. Patients have the right to receive an itemized bill and an explanation of all direct charges.
18. Patients have the right to be satisfied with the care and treatment provided. Patients have the right to voice their grievances, objections and dissatisfaction regarding the care and/or the cost of treatment of care received without the fear of reprisal. Patients have the right to appeal decisions initially unfavorable to their position. Patients have the right to a system that provides for the receipt and resolution of complaints and grievances in a timely manner.
19. Patients have the right to refuse to take part in any research or investigational studies.
20. Patients in the Commonwealth of Virginia have the right to obtain information on types of provider payment arrangements used to compensate providers for health care services rendered to enrollees.

Patient responsibilities

All members are expected to provide information requested by practitioners providing their care. Members will be informed of their responsibilities as described under Patients Rights Policy.

Davis Vision members are responsible for providing, to the best of their knowledge, accurate and complete information regarding the following:

- Present complaints.
- Medical History and any other significant events, including surgical history.
- Eye and vision history, social and family history.
- Current medications.
- Allergies and reactions.

- Any other pertinent information.

Additionally:

- Members are responsible for reporting when they lack a clear understanding of a proposed course of action and what may be expected of them.
- Members are responsible for following treatment recommendations, including using prescribed medications or treatments and reporting any factors that may prevent them from doing so.
- Members are responsible for respecting the rights of others, including, but not limited to, other patients, staff and providers.
- Members are responsible for assuring that the financial obligations associated with their care, including co-payments and fees for non-covered services, are met in a timely manner.
- Members are responsible for notifying providers at the time an appointment is made that they are covered by a Davis Vision Plan.
- Members are responsible for notifying providers at least 24 hours in advance when canceling any appointment.
- Members are responsible to use the benefit in an honest manner.
- Member should be aware that providers who care for them are not employees of Davis Vision and that Davis Vision does not control them.
- Members are permitted to question providers about all treatment options and provider's compensation arrangement with Davis Vision.
- Members are responsible to ensure that their provider has received the proper authorization for services.
- Members are responsible to report any concerns to Davis Vision at 1 (800) 584-1487.