

Ryan White Part A Statement of Consumer Rights



The following statements reflect the rights and responsibilities of individuals with HIV-disease seeking **Ryan White Part A** funded care and support services within the Las Vegas Transitional Grant Area.

1. **RESPECT * COURTESY * PRIVACY**
The consumer has the right to be treated, at all times, with respect and courtesy within a setting that provides the highest degree of privacy possible.
2. **FREEDOM FROM DISCRIMINATION**
The consumer has the right to freedom from discrimination related to age, ethnicity, national origin, gender, disability, religion, sexual orientation, values and beliefs, marital status, medical condition, or any other arbitrary reasons.
3. **ACCESS TO HIV/AIDS SERVICE INFORMATION**
The consumer has the right to full access to information from the healthcare providers about current FDA approved or other proven HIV/AIDS treatments. The consumer has the right to full access to information from all service providers about HIV-related social and support services.
4. **IDENTITY AND PROVIDER CREDENTIALS**
The consumer has the right to know the identities, titles, and affiliations of all health and social service providers, as well as anyone else involved in the consumer's care.

The consumer has the right to know about health or social service organizational rules and regulations that are pertinent to the care or type of care a client receives.
5. **CULTURALLY SENSITIVE SHARING OF INFORMATION**
The consumer has the right to have information shared in a way that is easily understood and sensitive to each consumer's background, culture, and ethnicity.
6. **CONSENT AND CARE PLAN**
The consumer has the right to be involved in and make decisions about their plan of care prior to the start of and during the course of treatment. Consumers have the right to renegotiate the care plan at any time.
The consumer has the right to give informed consent before undergoing any healthcare procedure or receiving any social service. The consumer may change his or her mind after refusing or consenting to services without affecting ongoing care
7. **SELF DETERMINATION**
The consumer has the right to access all available services pending eligibility.
8. **DECLINING SERVICES**
The consumer has the right to refuse to participate in any care/service plan. Such refusal may affect eligibility. The consumer may change his or her mind regarding any service without affecting ongoing care.
9. **NAMING AN ADVOCATE**
The consumer has the right to identify an advocate such as a family member or other person to support the consumer by notifying the relevant service provider.
10. **ADVANCE DIRECTIVES**
The consumer has the right to have advance directives, such as a Living Will, Healthcare Proxy or Durable Power of Attorney for health and social services.
11. **ACCESS TO FINANCIAL INFORMATION**
The consumer has the right to inspect and receive an explanation of healthcare bills or proposed changes, regardless of payment sources. The consumer has the right to receive needed referral and support with payment problems.
12. **CONSUMER GRIEVANCE PROCEDURE**
The consumer has the right to file a written grievance without fear of pressure, retaliation, or interruption of services.
The consumer has the right to receive a written response to a grievance in a timely manner.
13. **CONSUMER SATISFACTION**
The consumer has the right to express his or her satisfaction or dissatisfaction with any Ryan White Part A Service Provider.
14. **CONFIDENTIALITY * ACCESS TO RECORDS**
The consumer has the right to confidentiality and access to treatment records and communications related to his or her case.
15. **OPEN DISCUSSION**
The consumer has the right to open and honest discussion in all dealings with health or social service providers.
16. **CONTINUITY OF CARE AND TRANSFER**
When a transfer for care/service for any reason is needed, the consumer shall be informed of all possible options.
A provider may not initiate transfer of the consumer's case to another provider or facility unless a complete explanation of the need for the transfer and alternatives to transfer are provided to the consumer. The new provider or facility must be notified of the transfer.
17. **TERMINATION OF ELIGIBILITY**
The consumer has the right to receive timely notification of program changes affecting eligibility.
If deemed ineligible, the consumer has the right to pursue the Ryan White Part A eligibility appeals process.

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I have received, reviewed, and understand the Statement of Consumer Rights:

_____ Printed Name of Client	_____ Client URN#
_____ Client's Signature	_____ Date
_____ (If Applicable) Parent or Guardian	_____ Date
_____ Care Coordinator	_____ Date

This client is judged unable to understand his/her consumer rights; therefore, I exercise the patient's rights.

_____ Care Coordinator or Parent/Guardian	_____ Date
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