



KEY MEDICAL GROUP, INC.

3335 S. FAIRWAY • VISALIA, CA 93277 • (559) 735-3892 • FAX (559) 735-3894 OR (559) 734-6203

As Key Medical Group members you have the following rights and responsibilities:

- Right to receive information about Key Medical Group, its services, its practitioners and providers, and members' rights and responsibilities
- Right to be treated with respect and recognition of your dignity and right to privacy [
- Right to participate with practitioners in decision-making regarding your health care
- Right to a candid and unrestricted discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- Right to voice grievances/complaints or appeals about Key Medical Group or the care provided
- Right to make recommendations regarding Key Medical Group's member rights and responsibilities policies
- Responsibility to supply information (to the extent possible) that Key Medical Group and its practitioners and providers need in order to care for you.
- Responsibility to follow the plans and instructions for care that you have agreed on with their practitioners
- Responsibility to understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible