

# CONSUMERS' RIGHTS AND RESPONSIBILITIES:

## What People Living with HIV should know when accessing care

1

You have the right to receive considerate, respectful and compassionate care.

2

You have the right to receive care in a safe environment.

3

You have the right to be told by your doctor about your diagnosis and treatment. You have a right to communication you can understand.

4

With your permission, you, your family and friends have the right to participate in decisions about your care.

5

You have the right to voice your concerns about the care you receive.

6

You can expect that all communication and records about your care are confidential. You can expect full consideration of your privacy and confidentiality in care.

7

You have the right to have access to a Ryan White Case Manager and/or a patient advocate in a hospital setting.

Provide complete and accurate information about yourself, your medical and insurance history. Let your provider know how they can reach you (phone, text, email).

Ask questions when you do not understand. Treat everyone with respect.

### YOUR ROLE IN YOUR CARE

Actively participate in your care and treatment plan. Talk to your doctor or nurse about the effectiveness of your treatment.

Keep up with your appointments. Be on time and call if you are unable to make the appointment.

### When seeing your provider, make sure you bring:

- Maryland identification
- Social security card
- Health insurance card (Medicaid, Medicare, etc.)
- MADAP card
- List of known allergies
- List of all medications you take

# Are you having problems with your care?



Talk to your provider about your issue. Most issues can be resolved informally if you talk to your care provider about the issue.



If the issue is not resolved, ask your provider for the organization's grievance or complaint policy. Follow the instructions and submit a written complaint. Keep a copy of the complaint and ask for a resolution in writing (by email, for instance).



If you are not satisfied with the outcome of the grievance, contact the organization's consumer advisory board or patient advocate and request an appeal.



If you still do not have the problem resolved, contact Baltimore City Health Department's Ryan White Complaints Representative:  
[ryan.white@baltimorecity.gov](mailto:ryan.white@baltimorecity.gov).



PERSONS LIVING WITH HIV/AIDS COMMITTEE  
GREATER BALTIMORE HIV HEALTH SERVICES PLANNING COUNCIL

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