

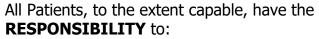
## A Patient's Rights and Responsibilities

from Carolina Collaborative Community Care (4C)

## All Patients have a **RIGHT** to:

- 1. Receive information about 4C, the programs and services offered, its staff and staff qualifications, and its contractors.
- 2. Decline to participate and/or to disenroll from any programs or services offered by 4C.
- 3. Know the case manager responsible for managing your services and care, and how to request a change in case manager.
- 4. Be supported by 4C to work together on decisions with your providers.
- 5. Receive information on all case management services available, even if a service is not covered, and to discuss options with providers.
- Have personal identifiable data and medical information kept confidential, know who has access to your information, and receive information about your security, privacy, and confidentiality protections.
- 7. Receive professional and courteous care from 4C staff and be treated with respect.
- 8. Communicate complaints and receive instructions on how to use the complaint process, including 4C's standards of timeliness for responding to and resolving complaints and issues of quality.
- 9. Receive information in a format and language that is best for you to understand.
- 10. Submit a complaint/grievance by contacting 4C at (910) 485-1250, in-person or by mail at the address below, or online at the website below.





- 1. Follow the agreed-on care plan created with you or notify staff if you cannot follow the care plan.
- 2. Provide 4C with information necessary to provide you services.
- 3. Notify 4C and your provider if you decide to disenroll from any program or services.



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