



Mission Statement

To provide the highest quality health care for women throughout their lives in a supportive, professional atmosphere.

PATIENT'S BILL OF RIGHTS

Information Disclosure

You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or don't understand any of the information given to you, assistance will be provided so you can make informed health care decisions.

Choice of Providers and Plans

You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high quality health care.

Access to Emergency Services

If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.

Participation in Treatment Decisions

You have the right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other health care providers.

Confidentiality of Health Information

You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant, or complete.

Complaints and Appeals

You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other care personnel. This includes complaints about waiting time, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.