

Patients' Rights & Responsibilities

Regulatory Training



LEARNING OBJECTIVES



Recognize Patients' Rights and Responsibilities.



Access the Patients' Right and Responsibilities section in the VSP Provider Reference Manual (PRM).

PATIENTS' RIGHTS

Patients have the right to be treated with consideration, dignity, respect and to have VSP doctors:

- Provide complete information about their eye care and any proposed procedures and alternatives regardless of cost or benefit coverage.
- Allow patients to control decisions about their eye care treatment.
- Provide 24-hour access for ocular emergencies.
- Maintain privacy and confidentiality regarding their care.
- Make appropriate preventive health services available.
- Give prompt and reasonable responses to questions and requests.
- Provide information regarding their services and qualifications.
- Provide the VSP grievance procedures if there is dissatisfaction with services.
- Obtain input regarding services and assist them with any problems.

PATIENTS' RIGHTS, AMERICAN SIGN LANGUAGE

□ American Sign Language (ASL) Requests

- Under the Americans with Disabilities Act of 1990, eye doctors and other health care providers are required under this federal law to provide American Sign Language (ASL) interpreter services, at no cost to the patient, to patients who need and request ASL interpreter services.
- If you or a member of your staff are ASL-fluent, you may of course, communicate with hearing-impaired patients in that manner. If neither you nor a member of your staff have fluency in ASL, you should make arrangements for ASL assistance at no cost to the patient.
- To make arrangements for ASL assistance, at no cost to the patient or to you, contact VSP Customer Care at 800.615.1883.

PATIENTS' RIGHTS, INTERPRETATION

❑ Face-to-Face Interpretation Requests

- To request face-to-face interpretation services contact VSP Customer Care at 1-800- 615-1883.
- *Family members and friends should be discouraged from providing interpretation services for patients.*

❑ Telephonic Interpretation Requests (Patient to Request)

- VSP provides telephone interpretation services to any VSP member who prefers to communicate with VSP about their benefits in almost any language other than English, including TTY/TDD for those who are hearing impaired.
- If a member wishes to call VSP directly using their TDD, they may call VSP at 800.428.4833 or use their State's relay service.
- VSP members who want to discuss their benefits in another language can call VSP at **800.877.7195** and indicate their language need. Members can also visit vsp.com to see a list of VSP practices where language(s) other than English are spoken.

PATIENTS' RIGHTS, TRANSLATION

□ Document Translation

Members who prefer their VSP member materials in a language other than English can receive free translation of VSP member documents, including alternative formats, such as Braille, large format and audio. You may contact VSP Customer Care at 800.615.1883 for additional information.

PATIENTS' RIGHTS, DOCUMENTATION REQUIREMENTS

□ Documentation

The following items should be documented in the patient's medical record and/or patient history form:

- Patient's preferred written and spoken language.
- Use of interpreter and who (family member, minor, doctor, office staff or trained professional interpreter).
- Patient's request to have interpretation services.
- Refusal of interpreter (if applicable).

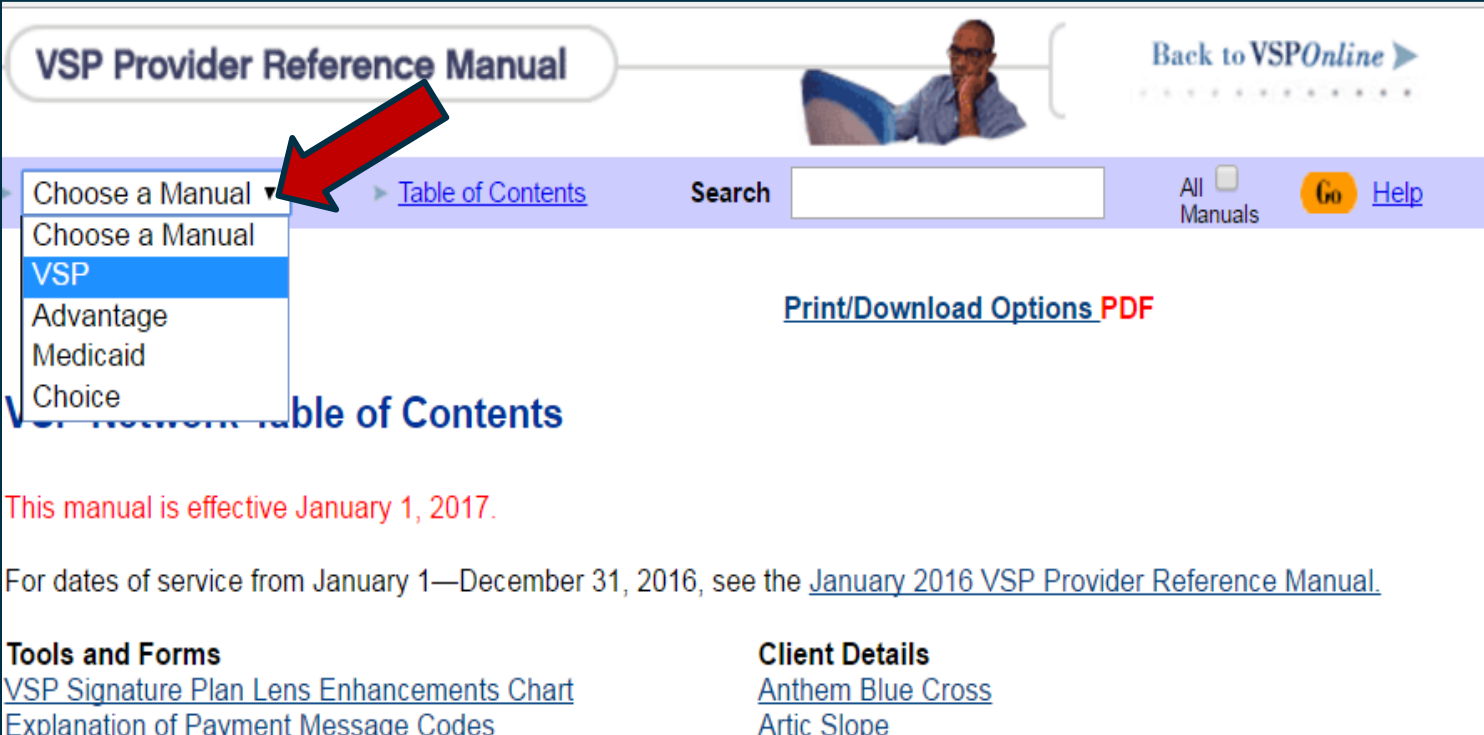
PATIENTS' RESPONSIBILITIES

Our patients have the responsibility to follow preventative care guidelines, and:

- Check the health care benefits and exclusions of their coverage.
- Establish and maintain a relationship with their primary eye care provider.
- Give eye care providers complete and accurate information needed in order to care for them.
- Notify eye care providers if they are going to be late or need to reschedule an appointment.
- Know the cost (co-payment, deductible, co-insurance) of their care.
- Carry out the treatment plan agreed upon with their eye care provider or primary care physician.
- Know how to access urgent, emergency and out-of-area medical eye care services.


ACCESSING THE PATIENTS' RIGHT & RESPONSIBILITIES SECTION IN THE VSP PRM

- Access the VSP PRM after logging into www.eyefinity.com with your unique login.
- Select **VSP** from the **Choose a Manual** drop down list.




VSP Provider Reference Manual

Back to VSPOnline

Choose a Manual  Table of Contents

Search

All Manuals  [Help](#)

[Print/Download Options PDF](#)

Table of Contents

This manual is effective January 1, 2017.

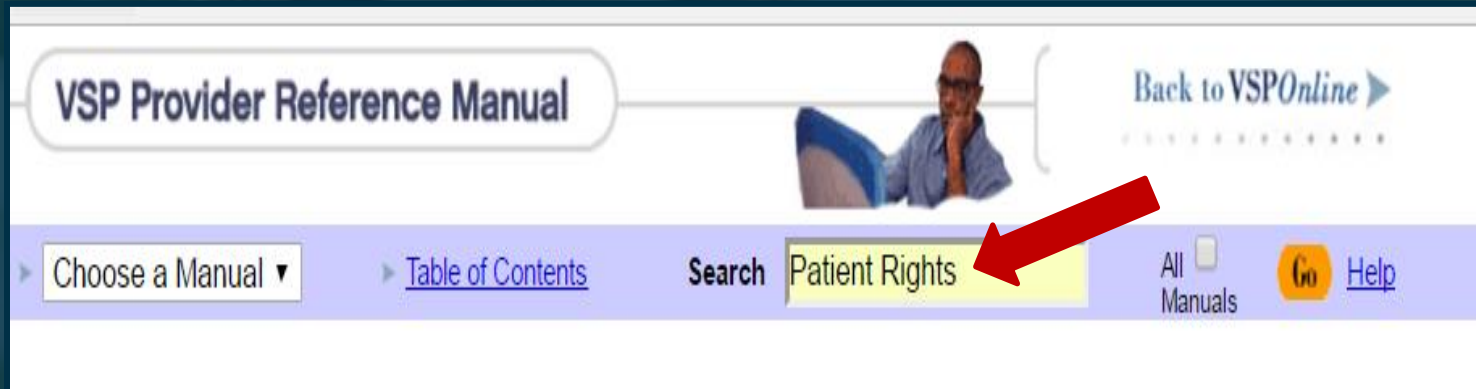
For dates of service from January 1—December 31, 2016, see the [January 2016 VSP Provider Reference Manual](#).

Tools and Forms
[VSP Signature Plan Lens Enhancements Chart](#)
[Explanation of Payment Message Codes](#)

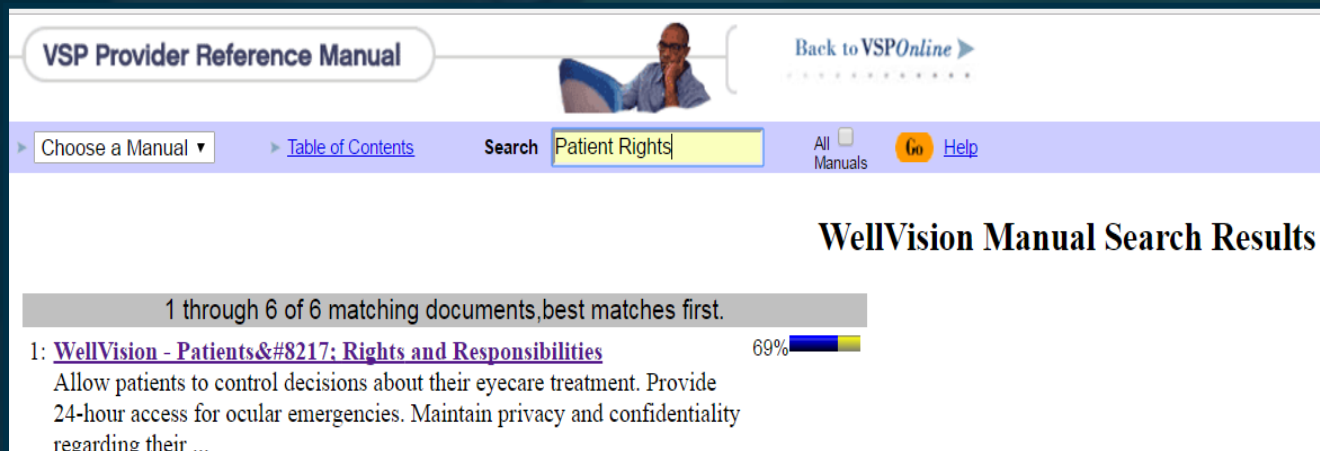
Client Details
[Anthem Blue Cross](#)
[Artic Slope](#)

ACCESSING THE PATIENTS' RIGHTS & RESPONSIBILITIES SECTION IN THE VSP PRM

Type Patient Rights into the Search field and press Enter.



Click on the [WellVision-Patients&...](#) link in the search results.



ACCESSING THE PATIENTS' RIGHTS & RESPONSIBILITIES SECTION IN THE VSP PRM

From here you'll be able to review the entire section and see all Patients' Rights and Responsibilities outlined in the VSP PRM.



The screenshot displays the VSP Provider Reference Manual website. At the top, there is a navigation bar with the title "VSP Provider Reference Manual" and a "Back to VSPOnline" link. Below this, there is a search bar and a "Choose a Manual" dropdown menu. The main content area is titled "PATIENTS' RIGHTS AND RESPONSIBILITIES" and features a section header "Patients' Rights and Responsibilities". The text below the header states: "We're committed to mutually respectful relationships between patients and doctors. We expect these relationships will lead to effective healthcare guidelines for cooperation between patients, doctors, and clients. Patients can find this information at vsp.com." Below this, there is a bolded statement: "Our patients have the right to be treated with consideration, dignity, respect and to have VSP doctors:". This is followed by a bulleted list of nine items:

- Provide complete information about their eye care and any proposed procedures and alternatives regardless of cost or benefit coverage.
- Allow patients to control decisions about their eye care treatment.
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