



Hillsborough County Health Care Plan Member Privileges

Hillsborough County Health Care Plan Members should expect to:

1. Get information about their Hillsborough County Health Care Plan.
2. Get the first name and contact information of Hillsborough County Health Care Services staff that they talk to. Be able to ask to talk with their supervisors.
3. Have their health care information kept private. Hillsborough County Health Care Services can only release information in accordance with State and Federal Laws.
4. Be treated as an individual with dignity and respect.
5. Get health care services regardless of their race, religion, gender, marital status, age, disability or any other legally protected status.
6. Be involved in making decisions about their health care. As allowed by law, a family member or guardian can represent them.
7. Speak with Hillsborough County Health Care Services in their own language when possible. If need be, Hillsborough County Health Care Services will assist in finding a translator.
8. Know if their participation in Hillsborough County Health Care Plan changes or ends.
9. Comment about Hillsborough County Health Care Services policies, privileges and responsibilities, and to state their opinions without fear of reprisal.



Hillsborough County Health Care Services Member Responsibilities

We expect you as a Hillsborough County Health Care Plan Member to:

1. Treat all Hillsborough County Health Care Services staff and providers with the same dignity and respect.
2. Give Hillsborough County Health Care Services and the doctors all the information they need to provide you with health care.
3. Follow your doctor's orders and comply with the requirements of the Hillsborough County Health Care Plan.
4. Work with Hillsborough County Health Care Services and your doctor to meet your health goals.
5. Understand your health problems as much as you can.
6. Notify your doctors of your involvement in Hillsborough County Health Care Services.
7. Notify your doctor when you are seen in the emergency room or placed in a hospital.