



Patients' Rights and Responsibilities

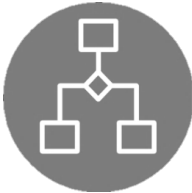
Regulatory Training



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 receive services and information in their preferred language and they have the right to receive information about their rights. Patients have the right to be treated with consideration, dignity, respect, and to have VSP network 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 healthcare providers are required under this federal law to provide American Sign Language (ASL) interpreter services at no cost, 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 **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 needs. 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 provided the interpretation (family member, minor, doctor, office staff, or trained professional interpreter).
- Patient's request to have interpretation services.
- Refusal of interpreter (if applicable).



Patients' Responsibilities

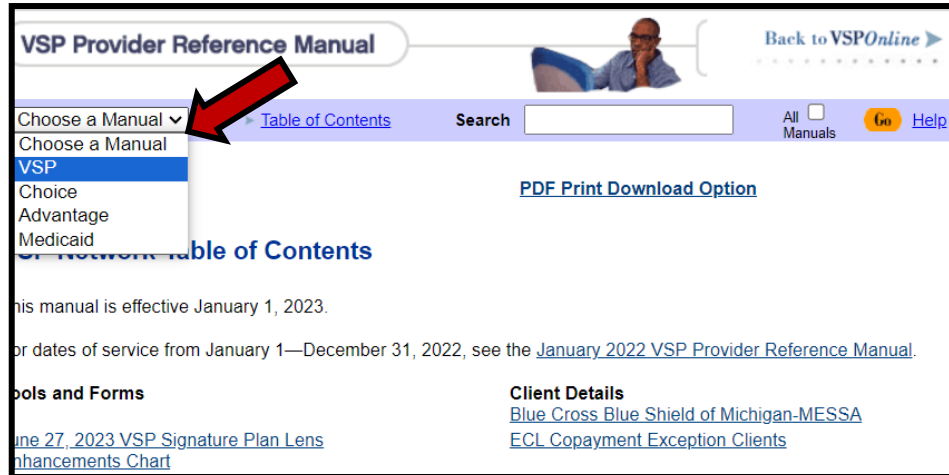
Our patients have the responsibility to follow preventative care guidelines, and:

- Check the healthcare 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, or 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' Rights and Responsibilities Section in the VSP PRM

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

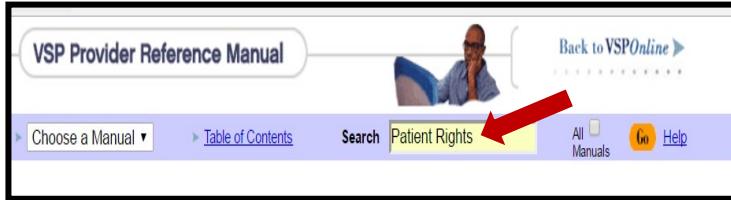


The screenshot shows the 'VSP Provider Reference Manual' page. At the top, there is a navigation bar with the title 'VSP Provider Reference Manual' and a 'Back to VSPOnline' link. Below the title is a search bar and a 'Go' button. A dropdown menu labeled 'Choose a Manual' is open, showing options: 'Choose a Manual', 'VSP', 'Choice', 'Advantage', and 'Medicaid'. A red arrow points to the 'VSP' option. Below the dropdown, there is a 'Table of Contents' link and a 'PDF Print Download Option' link. The main content area includes a paragraph stating 'This manual is effective January 1, 2023.' and a link to the 'January 2022 VSP Provider Reference Manual'. There are also links for 'Tools and Forms' and 'Client Details'.

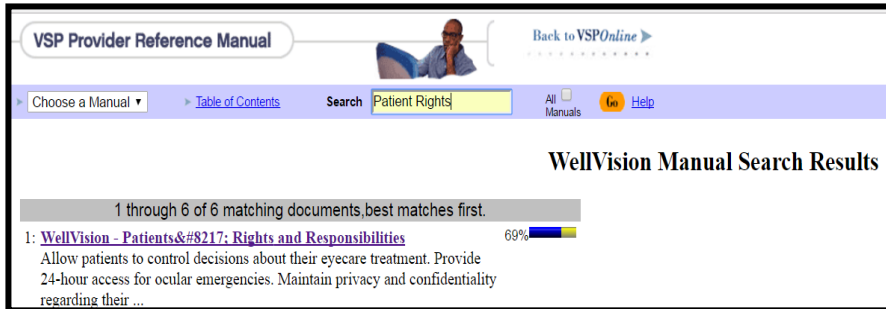


Accessing the Patients' Rights and Responsibilities Section in the VSP PRM

Type **Patient Rights** into the **Search** field and press Enter.

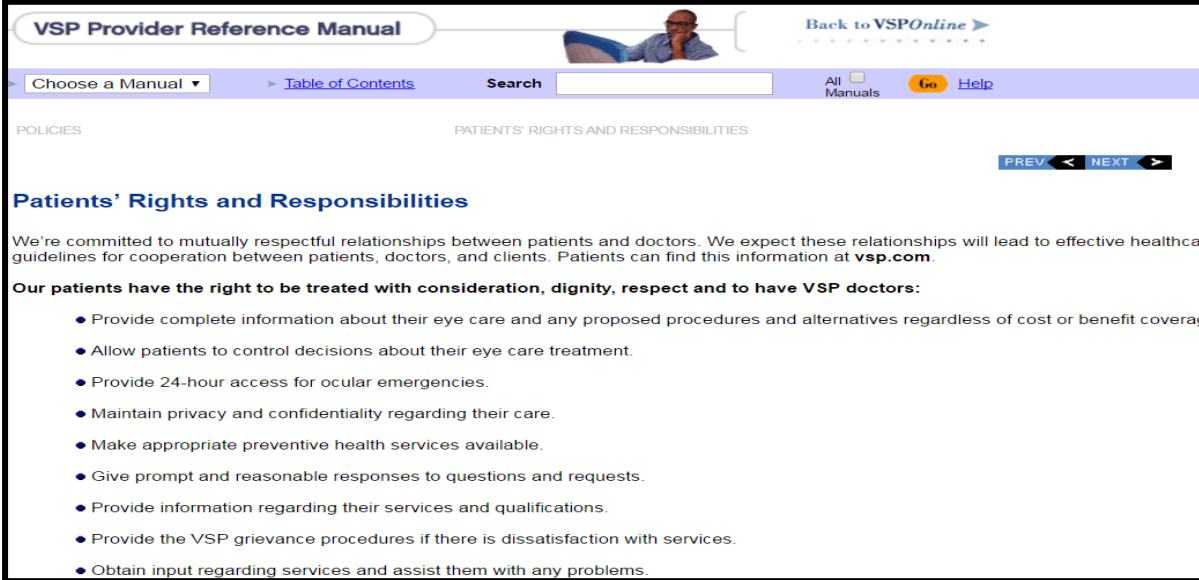


Click on the **WellVision-Patients&...**link in the search results.



Accessing the Patients' Rights and 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 "PREV" and "NEXT" navigation bar. The section is titled "Patients' Rights and Responsibilities" and contains a paragraph of introductory text followed by a list of patient rights.

VSP Provider Reference Manual [Back to VSPOnline](#)

Choose a Manual [Table of Contents](#) Search All Manuals [Go](#) [Help](#)

POLICIES PATIENTS' RIGHTS AND RESPONSIBILITIES [PREV](#) [NEXT](#)

Patients' Rights and Responsibilities

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.

Our 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.
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- Provide the VSP grievance procedures if there is dissatisfaction with services.
- Obtain input regarding services and assist them with any problems.



Thank You.
You have now completed this training.



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