

## **Provider Rights and Responsibilities**

The Care Coordination Institute Condition Management Program strives to respect all rights of treating health care providers in conjunction with the health care provider-patient relationship.

Treating health care providers have a right to:

- Contact his/her patient's health coach by emailing at [care@ccihealth.org](mailto:care@ccihealth.org) or by calling (864) 522-2060 to discuss any information regarding his/her patient's care or participation in the program.
- Decline to participate in or work with the Condition Management programs and services for their patients.
- Discuss any concerns and complaints about the Condition Management Program with the program staff and/or management.
- Request information about the Condition Management Program, its services, staff qualifications, contractual relationships and any other relevant information in regards to the Condition Management Program.
- Upon request, be provided with evidence-based clinical practice guidelines and clinical decision support tools used by the program.
- Be treated with respect and courtesy at all times by the Condition Management Program staff.
- Be informed on how to use the Condition Management Program's services through both email and the Care Coordination Institute website.
- Be supported by the Condition Management Program when interacting with patients to make decisions about their health care.
- Be informed how the Condition Management Program coordinates interventions with treatment plans for individual patients.

All treating health care providers have a responsibility to:

- Encourage his/her patient to comply with education, self-management techniques, screening guidelines, and goals established by the program.
- Read all communications from the Condition Management Program and health coach in regards to his/her patient's care.
- Communicate concerns he/she has about the patient's care plan, Condition Management services and tools.