

## HEALTHSTAT ONSITE CLINIC PARTICIPANT RIGHTS

### You have the right to:

- Receive information about Healthstat, including:
  - Services Healthstat provides on behalf of your employer
  - The qualifications of our clinicians and other onsite clinic staff
  - Relationships with other entities contracted to provide additional clinical services (if applicable)
- Decline participation in or dis-enroll from the onsite clinic services at any time
- Privacy concerning your medical care program
  - Case discussion, consultation, examination, and treatment are confidential and will be conducted discreetly
  - Expect that all communications and records pertaining to your care will be treated as confidential to the extent permitted by law
- Always be treated with respect and courtesy by Healthstat, including the onsite clinic staff
- Communicate to Healthstat complaint(s) regarding the onsite clinic facility or the services rendered therein
  - Healthstat attempts to investigate and resolve participants' complaints within thirty (30) days of notification of such issues
  - You may direct any questions, comments, or complaints to the Healthstat Regulatory and Compliance Department at 704-529-6161