2017 Participant Bill of Rights Review

The purpose of the Participant Bill of Rights is to provide guidelines concerning the rights of participants enrolled in PACE of Guilford and Rockingham Counties (d/b/a PACE of the Triad).

Participant Bill of Rights

1. You have a right to be treated with respect.
2. You have a right to protection against discrimination.
3. You have a right to information and assistance.
4. You have a right to a choice of providers. (Women have the right to get services from a qualified women’s health care specialist for routine or preventative women’s care services.)
5. You have a right to access emergency services.
6. You have a right to participate in treatment decisions.
7. You have a right to keep your health information private.
8. You have a right to file a complaint.
9. You have a right to leave the program

If you feel any of your rights have been violated, please report immediately to your PACE social worker, other PACE staff member or call 336-550-4040.

If you want to speak with someone outside of PACE of the Triad about your concerns, you may call:

Medicaid (NC Division of Medical Assistance)
1-800-662-7030

OR

Medicare
1-800-MEDICARE (1-800-633-4227)

TTY users may dial NC Relay Service – 1-800-735-2962