



## PATIENT BILL OF RIGHTS

### *A patient (or his/her representative) has the right to:*

... be treated with courtesy and respect, with appreciation of his individual dignity, and with protection of his need for privacy.

... considerate care that respects your psychosocial, spiritual and cultural values and beliefs, and life long patterns of living

... question his/her care treatment and to receive a prompt and reasonable response.

... know who is providing medical services and who is responsible for his care.

... have a family member or designated representative and his/her own physician notified promptly of his/her admission.

... be given by his health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

... confidentiality of his or her clinical records and has the right to access that information within a reasonable time frame.

... has the right to be included in all aspects of care and care decisions including effective assessment and management of pain and end-of-life care.

... to participate in making decisions about the development and implementation of their plan of care, and the right to request or refuse any treatment except as otherwise provided by law.

... formulate advanced directives and be assured that all hospital staff and practitioners providing their care will comply with those directives in accordance with state law.

... know what patient support services are available, including whether an interpreter is available if he/she does not speak English.

... be free from all forms of abuse, neglect or harassment including the freedom from restraints, whether physical or chemical, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

... receive care in a safe environment that provides comfort and the protection of emotional and physical health.

... know what rules and regulations apply to his conduct.

... be given, upon request, full information and necessary counseling on the availability of known financial resources for his care.

...know, if he is eligible for Medicare, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.

...treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

...know if medical treatment is for purposes of experimental research and to give his consent or refusal to participate in such experimental research.

... receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

... express grievances regarding any violation of his rights through the grievance procedure of the health care provider or health care facility which served him and to the appropriate state licensing agency.

... receive a copy of a reasonably clear and understandable, itemized bill and upon request, to have the charges explained.

...impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.

...be told of unexpected or adverse outcomes.

***A patient (or his/her representative) is responsible for:***

... providing to his health care provider, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his health.

... reporting unexpected changes in his condition to his health care provider.

... reporting to his health care provider whether he comprehends a contemplated course of action and what is expected of him.

... following the treatment plan recommended by his health care provider.

... keeping appointments and, when he is unable to do so for any reason, for notifying the health care provider or health care facility.

... for treating their caregiver with respect and dignity.

... his actions if he refuses treatment or does not follow the health care provider's instructions.

... assuring that the financial obligations of his health care are fulfilled as promptly as possible.

... following health care facility rules and regulations affecting patient care and conduct.