

# Patient's Bill of Rights\*

1. The patient has the right to considerate and respectful care.
2. The patient has the right to, and is encouraged to obtain from physicians and other direct caregivers, current and understandable information concerning diagnosis, treatment and prognosis.

Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation and the medically reasonable alternatives and their accompanying risks and benefits.

Patients have the right to know the identity of physicians, nurses, and others involved in the care, as well as those involved as students, residents or other trainees. The patient also had the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.

3. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and facility policy and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the facility provides or a transfer to another facility. The facility should notify patients of any policy that might affect patient choice within the facility.
4. The patient has the right to timely information about facility policy that may limit its ability to fully implement a legally valid advance directive.
5. The patient has the right to every consideration of privacy. Case discussion, consultation, examination and treatment should be conducted so as to protect each patient's privacy. Those not directly involved in the care of the patient must have permission to the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the facility, except in cases such as suspected abuse and public health hazard when reporting is required by law. The patient has the right to expect that the facility will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.
7. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
8. The patient has the right to expect that, within its capacity, a clinical facility must make a reasonable response to the request of a patient for appropriated and medically indicated care and services. The facility must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The patient must also have received the benefit of complete information and explanation concerning the needs for risks, benefits and alternatives to such a transfer.
9. The patient has the right to ask and be informed of the existence of business relationships among the facility, other health care providers, educational institutions or payers that may influence the patient's treatment or care.
10. The patient has the right to consent to or decline to participate in proposed research studies or; human experimentation affecting care or treatment or requiring direct patient involvement and to have those studies fully explained prior to consent. A patient who declines to participate in research or experimentation is entitled to the most effective care that the facility can otherwise provide.
11. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when facility care is no longer appropriate.
12. The patient has the right to be informed of facility policies and practices that relate to patient care, treatment and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances and conflicts. The patient has the right to be informed of the facility's changes for services and available payment methods.

\* These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.