

## Patient Rights

**No discrimination.** A patient will not be denied appropriate care on the basis of race, religion, color, national origin, gender, age, disability, marital status, sexual orientation, diagnosis, or source of payment.

**Respect.** A patient is entitled to the extent feasible, to treatment and caring for his or her personal needs, to consideration, respect, and full recognition of his or her dignity and individuality, free from all forms of abuse, neglect, exploitation, or harassment.

**Appropriate care.** A patient is entitled to receive adequate and appropriate care.

**Informed decisions.** A patient has the right to make informed decision and to receive from the appropriate individual information about his or her medical condition, proposed course of treatment, prospects for recovery, and available choices for treatment. These are to be presented in terms the patient can understand, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record. A patient is entitled to know who is responsible for providing his or her direct care.

**Language barrier.** If a patient does not understand English, and has not provided their own interpreter, every effort will be made to explain their treatment rights and patient rights and responsibilities in other methods available. If the patient does not understand, they will be encouraged to return to the facility with an interpreter.

**Inspection of medical records.** A patient or former patient is entitled to inspect, or to receive, a copy of his or her record upon request within a reasonable timeframe.

**Confidentiality of records.** A patient or former patient is entitled to confidential treatment of his or her personal medical records. A third party shall not be allowed access to a patient's personal and medical records without the prior authorization of the patient, except as required because of a transfer to another health care facility, or as requested by law, or a third-party payment contract.

**Privacy.** A patient is entitled to privacy, to the extent feasible, in treatment and in caring for his or her personal needs.

**Photographs.** Patient must give consent to be photographed, before photo is taken, except when a patient may be photographed for identification and administrative purposes.

**Refusal of treatment.** A patient is entitled to refuse treatment to the extent provided by law, and to be informed of the consequences of that refusal. However, when a refusal of treatment prevents the clinic or the physician from providing appropriate care according to ethical and professional standards, the clinic or physician may terminate the relationship with the patient.

**Optional treatment.** Patient may participate or refuse to participate in research, experimental, or trial treatment.

**Exercise of rights.** A patient is entitled to exercise his or her rights as a patient and as a citizen free from restraint, interference, coercion, discrimination, manipulation, sexual abuse, sexual assault, or reprisal. A patient's civil and religious liberties, including the right to independent personal decisions, shall not be infringed.

**Explanation of the bill.** A patient is entitled to receive an explanation of his or her bill, regardless of the source of payment.

**Plan of care.** A patient is entitled to receive information concerning his or her continuing health needs and alternatives for meeting those needs. The patient has the right to participate in the development and implementation of his or her plan of care.

**Personal safety.** A patient is entitled to expect reasonable safety as to the clinic's practices and environment.

**Pain control.** A patient has the right to pain control that is appropriate to his or her situation and needs.