



Patients' Rights & Responsibilities

Patient Rights

- ✦ Patients are to be treated with respect, consideration, and dignity.
- ✦ Patients are provided appropriate privacy.
- ✦ When the need arises, reasonable attempts are made by health care professionals and other staff to communicate in the language or manner primarily used by patients.
- ✦ Patient information and records are protected, and except when required by law, patients have the right to approve or refuse their release.
- ✦ Patients are provided, to the degree known, information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
- ✦ Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- ✦ Patients have the right to refuse treatment.
- ✦ Patients have the right to refuse care provided by a supervised student or intern, and can refuse to be included in any research activity.
- ✦ Patients have the right to choose their primary care provider and specialty care providers.
- ✦ Patients have the right to change their primary care provider and specialty care providers, if available.
- ✦ Patients have the right to know the qualifications of providers and ancillary staff.
- ✦ If a patient is ineligible for services, they have the right to receive a written statement that also includes information about the patient's right to appeal, if such exists.
- ✦ Patients have the right to information regarding the process for providing comments, suggestions and complaints.
- ✦ Prior to receiving care, patients are informed of patient responsibilities.

Patient Responsibilities

- ✦ Provide complete and accurate information to the best of their ability about their health, medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- ✦ Follow the agree-upon treatment plan prescribed by their provider, and participate in their health care.
- ✦ Provide a responsible adult to transport them home to and from the facility and remain with them as directed by their provider or as indicated on discharge instructions.
- ✦ Accept personal financial responsibility for any charges not covered by their insurance.
- ✦ Be respectful of health care professionals, staff, board members, other patients, visitors and CTHP property.
- ✦ Compliance with protocols necessary for the prevention and mitigation of infectious diseases, including COVID-19.