

Patient's Rights and Responsibilities

1. The patient has the right to appropriate, considerate, and respectful care, regardless of the payment source for their care.
2. The patient has the right to impartial access to treatment that is medically indicated, regardless of race, creed, sex, national origin, religion, or sources of payment for care.
3. The patient has a right to expect an environment that is diverse, culturally sensitive, equitable, and inclusive.
4. The patient has the right to request their primary community physician be notified of their admission to Gaylord.
5. The patient has the right to interpreter services.
6. The patient has the right to be involved in decisions regarding their care, treatment, and services.
7. The patient has the right to obtain complete information from the physician concerning their diagnosis, treatment, and prognosis in terms the patient can reasonably understand. When giving such information to the patient is not advisable, the information shall be made available to an appropriate person on their behalf. The patient has the right to know by name the physician responsible for performing the particular procedure or treatment.
8. The patient has the right to receive from their physician the information necessary to give informed consent before initiating any procedure or treatment. Except in emergencies, such information required for informed consent shall include, but not necessarily be limited to, the specific procedure or treatment, the significant risks involved, and the probable duration of incapacitation. Where significant alternatives for rehabilitation exist, the patient has the right to such information. The patient also has the right to know the name of the person responsible for performing the particular procedure or treatment.
9. The patient has the right to withdraw consent.
10. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the consequences of their action.
11. The patient has the right to refuse to talk with or see anyone not officially connected with the hospital/organization.
12. The patient has a right to be treated with dignity and will not be humiliated.
13. The patient has the right to consider their privacy concerning their program. Case discussion, teaching exercises, consultation, examination and treatment are confidential and shall be conducted discreetly. All communication and records pertaining to their care shall be confidential.
14. The patient has the right to expect that within its capacity, Gaylord must make a reasonable response to their request for services. The hospital/organization must provide evaluation, service and referral as the case's urgency indicates. When indicated, a patient may be transferred to another facility only after receiving complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer and an adequate clinical summary shall be provided prior to or upon transfer.

15. A person consenting to an autopsy has the right to request an autopsy at an unaffiliated institution.
16. The patient has the right to know the identity and professional status of all individuals participating in their case.
17. The patient has the right to obtain information about any relationship of this hospital to other healthcare and educational institutions insofar as their care is concerned.
18. The patient has the right to information concerning any research project they may be asked to participate in. Such participation must be voluntary and free from coercion by the investigator(s) or hospital/organization and be based on written (informed) consent.
19. The patient, at their own request and expense, has the right to consult with a specialist who is a member of the organization's staff.
20. The patient has the right to expect reasonable continuity of care and they will be informed in writing by their physician of continuing healthcare requirements following discharge.
21. The patient has the right to an explanation of their bill regardless of the source of payment.
22. The patient has the right to wear appropriate personal clothing and religious or other symbolic items so long as they do not interfere with diagnostic procedures or treatment.
23. The patient has the right to expect reasonable safety, insofar as Gaylord's practices and environment are concerned, and an absence of workplace violence.
24. The patient has the right to access people outside the hospital through visitors and by verbal and written communication.
25. The patient has the right to know what hospital rules and regulations apply to their conduct as a patient.
26. The patient has the right to access the organization's Patient Advocate/Grievance Process.
27. The patient has the right to file a complaint with the State of Connecticut. The Office of Protection Advocacy is responsible for directing individuals to the appropriate state agency.
28. The patient has the right to expect freedom from abuse, financial or other exploitation, humiliation and neglect.
29. The patient has the right to address their need for specialized services (i.e., conservatorship/guardianship, obtaining/assisting in completing applications, etc.).
30. The patient has the right to formulate advance directives.
31. The patient has the right to access the Ethics Committee to review any ethical issues.
32. If a Medicare recipient, the patient has the right to contact the hospital QIO for a review of quality of care, issues with coverage decisions or to appeal a premature discharge.
33. The patient has the right to receive pertinent state client advocacy departments' names, addresses, and telephone numbers and access to protection services.
34. The patient has a right to have their Patient Rights reviewed with them annually.

In addition, patients also have responsibilities related to assisting healthcare providers in maintaining their health and treating disease. The following are **Patient Responsibilities.**

1. The patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about complications, past illness, hospitalization, medication, and other matters relating to health.
2. The patient is responsible for reporting unexpected changes in their condition(s) to the responsible practitioner.
3. The patient is responsible for making it known whether they clearly comprehend a contemplated course of action and what is expected of them.
4. The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for their care. This plan may include following the instructions of nurses and allied health care professionals as they carry out a coordinated plan of care and implement the responsible practitioners' orders, and as they enforce the application of hospital/organization rules and regulations.
5. The patient is responsible for keeping appointments and notifying the responsible practitioner or the hospital when unable to do so for any reason.
6. The patient is responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.
7. The patient is responsible for assuring that the financial obligations of their care are fulfilled as promptly as possible.
8. The patient is responsible for following rules and regulations affecting patient care and conduct.
9. The patient is responsible for being considerate of the rights of other patients and hospital/organization personnel and for assisting in controlling and avoiding workplace violence, weapons, noise, and illicit use of substances, including smoking, and the number and behavior of visitors. Visitors can be excluded from visitation if they do not follow policies and guidelines.
10. The patient is responsible for respecting the property of other persons and the hospital/organization.