

Your Rights

Your rights include, but are not limited:

- Exercise these rights without regard to sex or cultural, economic, educational, or religious background or the source of payment for his/her care.
- Considerate and respectful care.
- Protection of dignity and property by providing a private place to disrobe and await procedure.
- Formulate an advanced directive, be informed of the center's policy with regard to advance directives, and expect the center to provide the state's official advance directive form if requested.
- Know the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians who will see him/her.
- Change physicians, if another qualified physician is available.
- Receive information from his/her physician about his/her condition, course of treatment, and prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to his/her care and his/her stay at the center. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care or as noted in the Notice of Privacy Practices.
- Reasonable responses to any reasonable requests he/she may make for service.
- Leave the center, even against the advice of his/her physicians.
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- Be advised if center personnel or personal physician propose to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by his/her physician or a delegate of his/her physician of his/her continuing health care requirements following his/her discharge from the center.
- Examine and receive an explanation of his/her bill regardless of source of payment.
- Know which center rules and policies apply to his/her conduct as a patient.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Designate visitors of their choosing, if they have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - No visitors are allowed
 - The facility reasonably determines that the presence of a particular visitor injurious to the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility
 - The patient has indicated to the health facility staff that they no longer want this person to visit.
 - Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision-making capacity and have the method of that consideration disclosed in the center policy on visitation. At a minimum, the center shall include any person living in the household.
- This section may not be construed to prohibit a health facility from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
- Violations of these rights may be reported to: State of Connecticut, DPH, 410 Capitol Avenue, Box 340308, Hartford, CT 06134 (860) 509-7400, or AAAHC Healthcare, Inc., 5250 Old Orchard Road, Suite 200, Skokie, IL 60077, (860) 853-6060 or CMS website: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> or the Administrator, 4 Northwestern Drive, Bloomfield, CT 06002, (860) 242-0079 or Administrator, 300 Western Blvd., Glastonbury, CT 06033, (860) 657-1950.

Your Responsibilities

The responsibilities of the patient at this center are as follows:

1. To provide correct information on the patient registration form, including the existence of any advance directive.
2. To provide the nursing staff with a complete health history, including allergies, surgical history, and current medications.
3. To follow preparation instructions and to call with any questions or problems.
4. To bring a responsible adult driver/care giver as requested.
5. To follow the physician's post-procedure instructions.
6. To accept personal financial responsibility for any charges not covered by insurance.
7. To be respectful of other patients and all health care professionals and staff.

In the event that a patient arrives at the Center and hasn't adhered to their responsibilities, the Center retains the right to reschedule the procedure. The patient will be informed of any alternative treatment plan and instructed on the importance of upholding their responsibilities for care.