



1. Individuals shall be accorded impartial access to treatment or medical services that are available or medically indicated, regardless of race, color, creed, sex, sexual orientation, national origin, religion, physical handicap, or sources of payment for care.
2. Each patient has a right to his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. This organization supports the patient's right to personal dignity.
3. The patient has the right to considerate and respectful care in a safe environment. The patient has the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
4. The patient or a surrogate decision maker has the right to obtain from his/her physician complete current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his/her behalf. He/She has the right to know, by name, the physician responsible for coordinating his/her care.
5. The patient or a surrogate decision maker has the right to receive from his/her physician information necessary to give informed consent to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include, but not necessarily be limited to, the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacity.
6. The patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
7. Where a medically significant alternative for care or treatment exists, or when the patient or a surrogate decision maker requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
8. The patient or a surrogate decision maker has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.
9. The patient has the right to every consideration of his/her privacy concerning his/her own medical care program and to obtain a copy of the Notice of Privacy Practices. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient to be present.
10. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential.
11. The patient or a surrogate decision maker has a right to express concerns regarding clinical, ethical or financial issues and to know there is a mechanism for resolution of these issues.
12. The patient or a surrogate decision maker has the right to expect a prompt and reasonable response to a question or request.
13. The patient or a surrogate decision maker has the right to obtain information as to any relationship of his/her physician to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him/her.
14. The patient has the right to be advised if the medical center proposes 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.
15. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance their appointment times and physicians available and where. The patient has the right to expect that the medical center will provide a mechanism whereby he/she is informed by his/her physician or a delegate of the physician of the patient's continuing health requirements at discharge.
16. **The patient or a surrogate decision maker has the right to examine and receive an explanation of his/her bill, regardless of source of payment.**
17. The patient has the right to know what medical center rules and regulations apply to his/her conduct as a patient.
18. The patient or a surrogate decision maker has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her care.
19. The patient or a surrogate decision maker who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts Medicare assignment rate.
20. The patient or a surrogate decision maker has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
21. No catalog of rights can guarantee for the patient the kind of treatment he/she has a right to expect. A medical center has many functions to perform, including the prevention and treatment of disease, the education of both health professionals and patients, and the conduct of clinical research. All these activities must be conducted with an overriding concern for the patients, and, above all, the recognition of his/her dignity as a human being. Success in achieving this recognition ensures success in the defense of the rights of the patient.