

## Patient Bill of Rights at A Renaissance Health Center

- To expect to be treated with respect, consideration, and dignity by competent personnel.
- To know the name and function of any person from the Center who is providing health care services to the patient.
- To consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
- To be assured confidential treatment of disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted or required by law or third party payment contract.
- To good quality care and high professional standards that are continually maintained and reviewed.
- To be provided to the degree known, information concerning their diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person on his behalf.
- To expect treatment without regard to race, color, creed, religion, sex, handicap, age, disability, national origin or source of payment, except for fiscal capability thereof.
- To expect communication in the language which they understand. Non-English speaking persons are encouraged to provide their own interpreters.
- To have access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
- To expect good management techniques to be implemented within the Center. These techniques shall make effective use of a patient's time and avoid personal discomfort.
- To have the opportunity to participate in decisions involving their health care.
- To personal privacy.
- To receive care in a safe setting.
- To be free from all forms of abuse or harassment.
- To expect reasonable response to any reasonable requests he may make for service.
- To know services available, such as provisions for after hours of emergency care, educational material available, and policies concerning payment of fees.
- To expect reasonable continuity of care and to know the time and location of appointments.
- To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- To exercise his or her rights without being subjected to discrimination or reprisal.
- To be fully informed about a treatment or procedure and the expected outcome before it is performed.