



# Patients' Bill of Rights

All CCI Health & Wellness Services employees are prohibited from discriminating against patients/family on the basis of race, creed, color, gender, gender identity or expression, national origin, disabilities, age and/or sexual orientation.

Patients/family have a right to:

1. Privacy and confidentiality concerning medical care.
2. To be advised in non-clinical terms, of the information needed to make knowledgeable decisions about their care.
3. Quality medical care consistent with generally accepted standards.
4. Considerate, respectful care with recognition of his or her personal dignity.
5. Management of pain and discomfort.
6. Receive care and treatment in a safe environment.
7. A clear understandable explanation, which they can understand, concerning their diagnosis, treatment, procedures and prognosis of their illness.
8. Know the identity and professional credentials of the health care personnel who is providing their care.
9. Refuse treatment, to the extent permitted by law, and to be informed of the consequences of refusal.
10. To be informed of the organization's rules and regulations related to patient conduct.

Patients will be informed of their obligations and responsibilities to:

1. Provide accurate and complete information regarding the following:
  - Their present complaint
  - Past illnesses and hospitalizations
  - Current medications
  - Perceived risks in their care
  - Unexpected changes in their condition
  - Other matters related to their health.
2. Ask questions when they do not understand their care, treatment, and services or what they are expected to do.
3. Follow the care and treatment, and service plan developed. Patients should express any concerns about their ability to follow the proposed care plan.
4. Be responsible for the outcomes, if they do not follow the care, treatment and service plan.
5. Follow the organization's rules and show respect and consideration for the organization's staff and property.
6. Be responsible to promptly meet any financial obligation.
7. Provide accurate and updated information on the following: name, address, phone number, date of birth, and other information related to their care and the processing of their insurance as requested.
8. Keep scheduled appointments or to call and reschedule before the appointment time.

