



PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

At Anchor Health Initiative Corp., you have the right to:

- Considerate and respectful care in a safe, comfortable environment
- Personal privacy and confidentiality
- Be treated with dignity
- Know the names of health care providers and their role in your care
- Treatment by compassionate, skilled, qualified health care professionals
- Be informed about and participate in your care and treatment plans
- Be free from all forms of abuse or harassment
- Refuse treatment as allowed by law
- Request medically appropriate and necessary treatment
- Proper assessment and management of your pain or discomfort
- Request an interpreter
- Review and obtain copies of your medical records
- Receive treatment in an environment that is sensitive to your beliefs, values, and culture
- Be informed of the care you will need after the discharge
- Receive information about and an explanation of your bill
- Express a complaint or grievance by contacting the Patient Relations Coordinator at (860) 550-7500 ext. 6263
- Contact the following agencies if you are not satisfied with the outcome of your grievance:
 - Connecticut Department of Public Health
410 Capitol Avenue
Hartford, CT 06134-308
Phone: (860) 509-7400, (800) 842-0038 TTY: (860) 509-7191
www.dph.state.ct.us
 - Joint Commission One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: (800) 994-6610
www.jcaho.org

Patient Responsibilities

At Anchor Health Initiative Corp., you have the responsibility to:

- Give us complete information about your medical history, including any medications you may be taking
- Tell us what you need. If you do not understand something, ask questions
- Participate in your care
- Follow our guidance as we try to help you get better
- Tell us about your concerns
- Be considerate of the rights of others - - patients and staff
- Keep appointments and be on time
- Share with us information about insurance so that we will be best able to help you pay your bill



PATIENT RIGHTS AND RESPONSIBILITIES (Cont'd)

Patient Code of Conduct

At Anchor Health Initiative Corp., we are committed to providing all patients, staff, and visitors with a safe and secure environment. All patients and visitors are required to follow this code of conduct at all times:

- Treat others in a respectful, dignified, and considerate manner
- Refrain from any behavior that may be disruptive to others or the operation of the facility
- Refrain from any form of verbal or physical abuse of others
- Refrain from any form of sexual harassment of others
- Refrain from using, selling, or distributing any alcohol, illicit drugs, or drug paraphernalia
- Do not arrive on the premises under the influence of alcohol or drugs
- Do not lie in order to obtain prescription medications and do not sell or distribute medications prescribed for you
- Abide by the laws of the city and state
- Keep the environment clean
- Follow the directions of staff especially in an emergency

Patient Name (please print name)

X _____
Patient Signature

Date

OR

Personal Representative Name (please print name)

X _____
Signature of Personal Representative

Date