

PATIENT RIGHTS

- Patients are treated with respect, consideration and dignity, without coercion, discrimination or retaliation and regardless of race, religion, sex, sexual orientation, ethnicity, age or handicap.
- Patients have the right to be free from abuse and harassment while at the facility.
- Patients are provided privacy.
- Patient disclosures and records are treated confidentially and patients are given the opportunity to approve or refuse their release, except when such release is required by law.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. Should it be medically inadvisable to give such information to a patient, the information will be provided to a person designated by the patient or to a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their health care except when such participation is contraindicated for medical reasons.
- Patients have the right to know the services available to them at the facility.
- Patients have the right to be informed of provisions for after-hour and emergency care, if needed.
- Patients have the right to know the facility fees for services.
- Patients have the right to be informed of patient conduct and responsibilities.
- Patients have the right to refuse to participate in experimental research.
- Patients have the right to know the credentials of health care professionals providing their care.
- Patients have the right to change their provider if other qualified providers are available.
- Patients may offer suggestions, voice complaints, and/or grievances regarding their care and/or services provided per state and federal regulations.



PATIENT RESPONSIBILITIES

- Patients must provide complete and accurate information to the best of his/her ability regarding his/her health status: medications taken, including over-the-counter products and dietary supplements; and any known allergies or sensitivities.
- Patients are expected to follow the treatment plan as prescribed by his/her provider.
- Patients must provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours following the procedure if so required by his/her provider.
- Patients are to cooperate with facility personnel and ask questions if directions and/or procedures are not understood.
- Patients are expected to accept personal financial responsibility for any charges not covered by his/her insurance plans. Patients who receive direct payment from their insurances are expected to submit that payment to us within 10 days of receipt of such payment.
- Patients must be respectful of all health care providers and ancillary staff as well as other patients.

ADVANCED DIRECTIVES

It is the policy of the Orthopaedic & Specialty Surgery Center to NOT honor “Do Not Resuscitate” (DNR) directives. Regardless, if you have an Advanced Directive, please provide us with a copy so that we may add it to your facility record. If you do not have an existing Advanced Directive and would like information to this end, please let us know. We would be happy to provide you with the necessary forms and facts regarding your Connecticut Healthcare Proxy and Living Will.