

Patient Rights and Responsibilities

Our commitment is in accordance with AU Health's non-discrimination statement which provides access without regard to race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identity, gender expression, sexual orientation, and/or other legally protected classification.

As a patient, or when appropriate, the patient's representative as allowed by law, you have the following rights:

Respect and Dignity

- To be treated with dignity and receive considerate care that is respectful of your personal beliefs and cultural and spiritual values;
- To have your family or support persons of your choice and your own physician notified of your admission to the hospital;
- To consent to receive guests of your choice, subject to any clinical restrictions, including a spouse, domestic partner (including same-sex domestic partners), family member or friend, and to withdraw or deny such consent at any time;
- To include or exclude any or all family members or support persons from participating in your care decisions;
- To the confidentiality of records about your care unless a disclosure is allowed by law;

Information

- To be informed of the nature of your illness and treatment options, including potential risks, benefits, alternatives, and outcomes in terms you can understand;
- To know the names of your primary physician and other practitioners providing your care;
- To have any restrictions on communications discussed with you;
- To access your medical records within a reasonable timeframe and have them explained, unless restricted by law;
- To know that AUMC is a teaching institution that participates in research;
- To be informed and to give or withhold consent if our facility proposes to engage in or perform research associated with your care or treatment;
- To obtain a full explanation of the bills related to your health care services;

Participation

- To request and receive medically appropriate treatment and services within our Medical Center's capacity and capabilities;
- To be involved in decisions about your medical care and treatment plan, including the right to refuse treatment;
- To participate in the development and implementation of your medical care and treatment plan;
- To an interpreter, as necessary, to understand all pertinent communications;
- To formulate advance directives and have them followed;
- To pastoral counseling;

Safe Care

- To expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when care at our facility is no longer appropriate;
- To impartial medical care without regard to race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identity, gender expression, sexual orientation, and/or other legally protected classification;
- To receive care in a safe environment while maintaining your personal privacy;
- To be free from all forms of abuse or harassment;
- To be free from any form of restraint or seclusion as a means of coercion, discipline, convenience or retaliation by staff;
- To access state and community protective services;
- To appropriate assessment and management of your symptoms, including pain;
- To express any concerns or grievances orally or in writing without fear of reprisal;

As a patient, or the patient's representative as allowed by law, you and/or your designees have the responsibilities:

- To provide accurate information about your present illness and past medical history, including medications;
- To ask questions when you do not understand information or instructions;
- To participate as best you can in making decisions about your medical treatment and carry out the plan of care agreed upon by you and your caregivers;
- To be respectful and considerate of others; threats, verbal abuse, violence or harassment towards others is not tolerated;
- To observe facility policies and procedures, including those on patient safety;
- To respect facility property and the property of other patients and caregivers;
- To accept the financial obligations associated with your care and request financial assistance if needed;
- To be reasonable in requests for medical treatment and other services.