

# Patient Rights and Responsibilities Standard

At Rutgers Health, our goal is to provide the highest quality care while fostering a safe, inclusive, and respectful environment for you, your guests, and our entire team of health care professionals and staff. The Rutgers Health Patient Rights and Responsibilities Standard applies to all Rutgers Health patients. Along with patient rights, we ask that you observe the following responsibilities.

## Patient Care:

1. **You have the right to** receive treatment and health care services without discrimination based on your age, color, race, religion, national origin, sex, sexual orientation, gender identity, gender expression, genetic predisposition, handicap or disability, marital status, pregnancy status, ability to pay, or source of payment for services. **You have the right to** have your cultural and personal values, beliefs, and preferences respected. **You have the right to** be treated with consideration, dignity, and respect, in a safe environment that is free from all forms of abuse, neglect, harassment, and/or exploitation.
2. **You have the responsibility to** be considerate and respectful of other patients, health care providers, and staff members.
3. **You have the right to** receive continuous and comprehensive care and to be informed of continuing care needs. **You have the responsibility to** be involved and follow the plan of care.
4. **You have the right to** participate in the development and implementation of your care and actively participate in decisions regarding your health care. To the extent permitted by law, this includes your right to request or refuse treatment. If you choose to refuse treatment, **you have the right to** be informed of the consequences of that decision.
5. **You have the right to** receive an understandable explanation from your provider of your complete condition, recommended treatment, expected results, risks involved, reasonable alternatives, and continuing health care requirements. **You have the right to** give informed consent or refuse treatment. **You have the responsibility to** accept results or consequences if you refuse treatment, do not follow the provider's recommendations, or leave the facility against medical advice.
6. **You have the right to** refuse participation in any offered clinical research studies. Your refusal to participate or your choice to discontinue participation in research will not compromise your access to care.
7. **You have the right to** seek a second opinion and seek specialty care.
8. **You have the right to** receive appropriate assessment and management of pain.
9. **You have the right to** have your health care team follow the policies and rules of the health care facility. You have the responsibility to follow all applicable patient policies, rules, and regulations.

## Communication and Information:

10. **You have the right to** receive information about your health, treatment, and outcomes of care in terms that you understand. **You have the responsibility to** ask questions and ask for more information if you do not understand your diagnosis or treatment.
11. **You have the responsibility to** provide a complete medical history, including medications and other matters relating to your health, and inform your health care provider of changes in your health condition. **You have the responsibility to** provide a copy of your Medical Advance Directive and/or Medical Power of Attorney (if applicable).
12. **You have the right to** know the name, title, education, and duties of the health care providers who are involved in your care.
13. **You have the responsibility to** notify facility personnel in advance if you need to cancel or reschedule an appointment.
14. **You have the right to** access free language assistance services.
15. **You have the right to** voice concerns about the care you receive. If you have an issue or complaint, you may discuss it with your health care provider. Other options to voice concerns can be found in the Notice of Privacy Practices (link below).
16. **You have the right to** request a copy of charges and an explanation of itemized costs regardless of source of payment.

## Privacy and Confidentiality:

17. **You have the right to** ask to see or to receive a copy of your health information.
18. **You have the right to** privacy and confidentiality of all records pertaining to your treatment, except as otherwise provided by law or third-party payment contract, and access to those records.

To obtain information on your health records and how health information about you may be used and shared, or to learn how to file a complaint if you believe your privacy rights have been violated, please refer to the [Notice of Rutgers Privacy Practices \(NPP\) for Protected Health Information for Rutgers Health Patients \(Aviso de prácticas de privacidad\)](#).

