

You and The William W. Backus Hospital are partners in your medical care, and the Hospital encourages your active participation in your care. Please do not hesitate to ask questions or bring your concerns to the attention of your caregivers.

We appreciate this opportunity to provide an outline of your rights as a patient. These rights are designed to help protect your interests and provide you with quality care.

As a patient at The William W. Backus Hospital, you have the right:

- To **considerate, respectful and safe care**, free from any form of harassment, discrimination, abuse or neglect.
- To **receive information about your health status, care and treatment** in words you or your family can understand.
- To have a family member or a representative of your choice and your own physician **notified promptly of your admission to the hospital**.
- To **know the names** of the people taking care of you.
- **To be involved in decisions** about your care, treatment and services.
- To create **Advance Directives**, including a Living Will, and to have those wishes respected. Every effort will be made to honor Advance Directives at all times, except in the case of medical or surgical interventions which cause an unintended condition or reaction that is believed to be both temporary and reversible in the clinical judgment of the treating physician.
- To receive information necessary to give **informed consent** before the start of any procedure and/or treatment.
- To be informed about the **outcomes of your care**, including unanticipated outcomes.
- To receive **information about pain and pain relief** measures and to receive quick and appropriate response to complaints of pain.
- To expect that the hospital will make a **reasonable response**, within its capacity, to your requests for medically indicated services.
- To **refuse care**, treatment and services to the extent permitted by law, and to **be informed** of the possible medical consequences of this refusal.
- To **privacy** concerning your medical care, and confidentiality concerning all communications and records pertaining to your care.
- To provide your **consent for any recording or filming** that is not made for your identification, diagnosis or treatment.
- To have **access to your medical record** in accordance with hospital policy.
- To be **free from restraints** and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- To **receive visitors** during scheduled visiting hours. (A visitor may be any person you — or your support person, where appropriate — designate. A visitor may include, not be limited to: spouse, domestic partner — including same-sex domestic partner — another family member or friend. Backus Hospital does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.)
- To **withdraw consent** for any or all visitors at any time.
- To have all visitors enjoy **full and equal visitation privileges** consistent with your preferences.
- To file a complaint using the hospital's **grievance system** (explained below) if you feel your visitation rights have been violated.
- To have the reason for any **restricted visitation** explained to you. We may restrict visitation in order to protect the health and safety of you, your visitors and/or other patients.
- To **express any complaint** about your care, and have the hospital review and, if possible, resolve your complaint, within 7 days. Complaints or

grievances may be filed during regular business hours by contacting the **Patient Advocate at extension 6828**. During other hours, please contact the Nursing Supervisor.

- Regardless of whether you have first used the hospital's grievance process, **concerns may also be addressed to:**

Connecticut Department of Public Health
Complaint/Compliance Unit
Division of Health Systems Regulation
410 Capitol Avenue, Hartford, CT 06134
Telephone: (860) 509-7400; TTY: (860) 509-7191

- **If you have any concern about patient care or safety** in the hospital that you believe the hospital has not addressed, you are encouraged to contact The Joint Commission, the hospital's accrediting agency, by calling 1-800-994-6610 (toll-free) or by e-mailing complaint@jointcommission.org
- To examine and receive **an explanation of your bill**, regardless of source of payment.
- To expect reasonable **continuity of care**.
- To receive information about the **care you will need after you leave the hospital**.
- To obtain information about **any professional relationship between** the hospital and other healthcare agencies, and among any individuals treating you.
- **To be advised** if the hospital proposes to engage in or perform human experimentation affecting your care or treatment, and to refuse to participate in such research projects.
- To receive, upon request, a copy of the hospital's **Administrative Policy** regarding Patient Rights.
- To receive information about your **responsibilities as a patient**.

PATIENT RESPONSIBILITIES

As a patient at The William W. Backus Hospital, you have the responsibility:

- To follow hospital **rules and regulations**.
- To **give information** about past illnesses, hospitalizations, medications and other matters relating to your health.
- To tell your doctor or nurse **if you are in pain**; to ask what to expect regarding pain relief; and to talk with your doctor or nurse about any worries you may have about pain or pain medication.
- To **cooperate with our staff**, and to ask questions if you do not understand any instructions or information.
- To **be considerate of other patients**, guests and hospital staff, and to see that your visitors are considerate as well.
- To **keep your appointments** or to call the hospital if you must postpone them.
- To **follow the treatment plan** you and your doctor make, and to report any changes in your condition.
- To take reasonable measures to **protect your personal belongings**.
- To be **respectful of others' property**, and the property of the hospital.
- To **fulfill the financial obligations** of your healthcare.