

PATIENT RIGHTS AND RESPONSIBILITIES

As a **PATIENT** at Yale-New Haven Hospital, you have the right to expect:

CARE that is safe, high quality, respectful and considerate of your personal beliefs and values.

INFORMATION that is understandable and complete, including health status, treatment and care options.

PARTICIPATION in the development and implementation of your plan of care.

RESPECT for your wishes as outlined in an advance directive.

CONFIDENTIALITY and privacy in all matters.

COMMITMENT to your safety and security.

ASSESSMENT and management of pain.

PROMPT RESPONSE to requests for assistance, concerns and complaints.

If you have a complaint that has not been addressed to your satisfaction by Patient Relations (688-2333) through the hospital patient complaint process, you may contact the Connecticut State Department of Health (860-509-8000), or the accrediting agency for the hospital, the Joint Commission (630-792-5000).

As a **PATIENT**, you have a responsibility to:

INFORM caregiver staff of your past and current medical history, including changes in your condition.

ASK questions about your care and treatment, particularly if instructions are not clear.

PARTICIPATE in your plan of care by cooperating with care and participation in discharge planning.

RESPECT others by adhering to hospital policies.

NOTIFY hospital staff if you are unable to keep a scheduled appointment.

PROVIDE INFORMATION regarding insurance coverage and payment plans.

TELL US how we can provide better care or service to you and your family.

For a detailed explanation of patient rights and responsibilities, please contact Patient Relations (688-2333).

