
Patient Rights, Responsibilities and Code of Conduct.



INTRODUCTION

At Anchor Health, we want to have a comprehensive care of our patients, so we focus on them, their rights, responsibilities and code of conduct.

We do not discriminate by sex, gender or sexual orientation, and we encourage to make our centers into a safe place for people to feel comfortable, cared about and welcome.

Keep in mind that by HIPAA rules all identifications including sexual orientation and gender identity are protected.



PATIENT RIGHTS



AT ANCHOR HEALTH, PATIENTS HAVE THE RIGHT TO:

- Considerate and respectful care in a safe, comfortable environment that contributes to a positive self-image and minimizes distractions that interfere with care
- Personal privacy and confidentiality, as set forth in our Notice of Privacy Practices, **including gender identity and sexual orientation with special care of LGBT status.**
- Be treated with dignity, free from persecution, neglect, exploitation, sexual harassment, or any type of abuse or discrimination based on **race; gender identity, expression, or presentation; sexual orientation;** religious beliefs; or disabilities
- Know the names of health care providers, their qualifications, and their role in your care
- Treatment by compassionate, skilled, and qualified health care professionals
- Be informed about and participate in your care and treatment plans
- Refuse treatment as allowed by law
- Request and receive medically appropriate and necessary treatment, subject to applicable law and standards of care
- Proper assessment and management of your pain or discomfort
- Request an interpreter
- Access and obtain copies of your medical records, except as provided by law
- Receive treatment in an environment that is sensitive to your beliefs, values, and culture
- Be informed of the care the patient will need after discharge
- Receive information about and an explanation of the patient bill
- Delegate decisions about the patient care care, treatment, or services to another and/or involve family and others in decisions about the patient care, treatment, and services
- Express a complaint or grievance, including a complaint or grievance related to the patient privacy rights as set forth in our Notice of Privacy Practices, by contacting Anchor Health's Compliance & Privacy Officer. You can call 203-903-8308, fax 203-599-3927, email compliance@ahicorp.org, or visit anchorhealthct.org.
- Contact the regulatory agencies if the patient is not satisfied with the outcome of their grievance.
 - Connecticut Department of Public Health by sending a letter to 410 Capitol Avenue, MS# 12HSR, Hartford, CT 06134-0308; calling 860-509-7552; emailing dph.pliscomplaints@ct.gov; or visiting www.portal.ct.gov/DPH/Practitioner-Licensing--Investigations/PLIS/Reporting-a-Complaint.
 - Privacy rights with U.S. Department of Health and Human Services' Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201; calling 1-877-696-6775; or visiting www.hhs.gov/ocr/privacy/hipaa/complaints.



PATIENT RESPONSIBILITIES



AT ANCHOR HEALTH, YOU HAVE THE RESPONSIBILITY TO:

- Give us complete and accurate information about your medical history, including information about any medications you may be taking, past illnesses or hospitalizations, or family history of illness
- Tell us what you need and about your concerns. If you do not understand something, ask questions
- Participate in your care
- Follow our guidance as we try to help you get better, including cooperating with agreed-on treatment plans
- Take responsibility to follow preventive measures and adopt health-enhancing behaviors
- Be considerate of the rights of others, including patients, providers, and staff
- Keep appointments and be on time
- Abide by our policies, procedures, norms, and specific rules
- Pay the fees charged for the services you receive, including any deductibles, co-payment, and other cost-sharing required by your insurer and any fees for non-covered services. You authorize us to bill your insurer directly and assign to us all reimbursements from, and any legal or administrative claim against, your insurer
- Share with us information about insurance, and discuss any financial hardships with us, so that we will be best able to help you pay your bill



PATIENT CODE OF CONDUCT



AT ANCHOR HEALTH, WE ARE COMMITTED TO PROVIDING ALL PATIENTS, STAFF, AND VISITORS WITH A SAFE AND SECURE ENVIRONMENT.

ALL PATIENTS AND VISITORS ARE REQUIRED TO FOLLOW THIS CODE OF CONDUCT AT ALL TIMES:

- Treat others in a respectful, dignified, and considerate manner
- Refrain from any behavior that may be disruptive to others or the operation of the facility.
- Refrain from any behavior that may unreasonably place the health or safety of others at risk
- Refrain from any form of verbal or physical abuse of others
- Refrain from any form of sexual harassment of others
- Refrain from using, selling, or distributing any alcohol, illicit drugs, or drug paraphernalia
- Do not arrive on the premises under the influence of alcohol or drugs
- Do not lie in order to obtain prescription medications and do not sell or distribute medications prescribed for you
- Abide by all applicable laws, including the laws of the city and state in which we are located
- Keep the environment clean
- Follow the directions of staff, especially in an emergency