



Consumer Bill of Rights

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The patient has the right to considerate, respectful care at all times and under all circumstances with recognition of his/her personal dignity. Providers have an obligation to protect and promote the rights of their patients including the following rights:

RESPECT AND DIGNITY

Patients have the right:

- ◆ *to have relationship with providers that are based on honest and ethical standards of conduct;*
- ◆ *to be informed of the procedure they can follow to lodge complaints with the provider;*
- ◆ *to know about the disposition of such complaints;*
- ◆ *to voice their grievances without fear of discrimination or reprisal for having done so;*
- ◆ *to receive information in clear and understandable terms.*

FINACIAL INFORMATION

Patients have the right:

- ◆ *to be informed of the extent to which payment may be expected from payor;*
- ◆ *to be informed of the charges for which the patient may be liable;*
- ◆ *to have access, upon request to all bills for service the patient has received regardless of whether they are paid out-of-pocket or by another party.*

CONFIDENTIALITY

Patients have the right:

- ◆ *to confidentiality with regard to information about their health, social and financial circumstances;*
- ◆ *to expect the provider to release information only as required by law or authorized by the client.*

QUALITY OF CARE

Patients have the right:

- ◆ *to receive care of the highest quality, and participate in the decision making process regarding their care and treatment;*
- ◆ *to have all medically 'related care provided in accordance with physician' orders;*
- ◆ *to receive treatment without discrimination as to race, age, religion, sex, national origin or source of payment;*
- ◆ *to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of his/her action.*

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