***To expect to be treated with respect, consideration, and dignity in a safe setting.***

1. ***To be assured confidential treatment of disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted by law of third party payment contract and when release is required by law, and the right to personal privacy.***
2. ***To know the name and function of any person providing health care services to the patient.***
3. ***To know names and professional relationships of other physicians who may care for him in the absence of his attending physician.***
4. ***To be provided, to the degree known, information concerning his diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person in his behalf.***
5. ***To have the right to informed consent and to participate in decisions involving his health care.***
6. ***To request a second opinion.***
7. ***To expect reasonable response to any reasonable requests he may make for service.***
8. ***To refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.***
9. ***To expect communication in the language which he understands.***
10. ***To expect treatment without regard to race, color, creed, religion, sex, national origin or source of payment, except for fiscal capability thereof and to be free of all forms of abuse/harassment.***
11. ***To know services available, such as provisions for after hours or emergency care, educational material available, and policies concerning payment of fees.***
12. ***To examine and receive an explanation of his bill, regardless of the source of payment.***
13. ***To expect reasonable continuity of care and to know in advance the time and location of appointments.***
14. ***To exercise his/her rights without reprisal.***
15. ***To leave the procedure area even against the advice of his physician.***
16. ***To have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.***
17. ***To have his pain assessed and treated appropriately.***
18. ***To be advised of, request, and obtain information on Advance Directives.***
19. ***To be informed of an organization’s policy on Advance Directives.***

***If you have any concerns about your bill of rights, you have a right to voice a grievance by contacting:***

***Director***

***Office of Health Care Quality***

7120 Samuel Morse Drive.

Second floor

Columbia MD 21046-3422

***(410) 402-8015***

***http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx***