

Sample Patient Rights for EOLD Use

Quality Care

You have the right to:

- Respect for your cultural and spiritual beliefs, values, customs, and preferences
- Equal care regardless of age, race, ethnicity, religion, socio-economic status, national origin, sex, sexual orientation, gender identify, language, or culture
- Equal care regardless of physical or mental disability
- Courteous, responsive, and respectful treatment from healthcare workers
- Timely, appropriate, and effective pain management
- Refuse care or treatment; refuse to consent
- Complain without fear of retaliation or negative consequences to your future treatment
- Report and seek quick resolutions to any problems you have with your healthcare, including billing, denied treatment, waiting times, lack of services, or other shortfalls

Safety

You have the right to:

- Be cared for in a safe, clean environment
- Be free from neglect, misuse, verbal, sexual, mental, and physical abuse at the hands of your providers
- Be informed of the need for physical or chemical restraints for your own safety and the safety of others
- Be offered access to advocacy services
- Know the names of the people caring for you

Privacy and Confidentiality

You have the right to:

- Personal privacy
- Refuse recordings, videotaping, or other digitally invasive procedures that are not part of your medical care
- Medical records, contact information, payment records, and the ability to share them with your consent only except when necessary between practitioners in the act of providing your care

Information

You have the right to:

- Be fully informed of your health condition, treatment plan, and services as they change
- Be involved in care planning to the extent you wish or are able
- Receive information in a way that meets your need for vision, speech, hearing, or cognitive impairment
- Designate an agent to assist you in advocating for your wishes
- Have your medical and end of life wishes followed