



Patient Rights & Responsibilities (RI 802)

The Cornell Scott Hill Health Center (CS-HHC) tries very hard to give patients health care that includes all their conditions and that prevents sickness in the future.

We want to communicate better with patients, make the patient and provider feel closer, and give better care. CS-HHC'S patient rights and responsibilities state:

As a Patient you have the Right to:

- tell somebody how bad your pain is so that they can help you manage the pain.
- have somebody tell you about medicines, including: What is it for? What is the right way to take it and for how much time? What side-effects are likely or possible?
- have a primary care provider (your main contact person) who is in charge of your care if you have more than one health problem, are seeing specialists or if you go into the hospital.
- have a family member or friend with you during your treatment.
- have somebody tell you about why a test or treatment is needed and how it will help you, and the results of that test.
- receive enough information from your provider about your treatment in simple words that you can understand in a language you can understand. If you say no to a treatment, somebody must tell you of possible medical outcomes.
- receive the best possible health care even if you cannot pay for everything. Sometimes, another facility may have services that CS-HHC does not have. You will be referred to that facility after you have received complete information.
- say no to treatment or medications under certain conditions.
- have someone review your situation if we refuse you care.
- receive information about help in paying for your healthcare.
- receive care in a safe, private place that is easy to get to if you are disabled.
- get a copy of your medical record.
- have people act with consideration and respect toward you.
- to expect your health information to be kept private.
- know the name and position of the provider who is caring for you. No provider should begin treatment without saying his/her name and position.
- to have a person of the same sex with you when you are being treated by a person of the opposite sex.
- to have people tell you about policies and procedures, fees and charges for services. When referrals are made to other agencies, you should get an explanation of your responsibilities.
- to receive an appointment time that is convenient for you. You should not have to wait too long for services without an explanation.



- to receive an explanation about your bill.
 - to make a suggestion or complaint. Someone can help you understand how to make a complaint. You don't need to be afraid no one is allowed to treat you unfairly for speaking up.
 - not to be discriminated against because of your race, color, national origin, age, disability, sex or source of payment.
 - to have no discrimination against you because of your race, color, national origin, age, disability, sex or source of payment.
 - receive patient education on how to communicate concerns about patient safety issues that occur before, during, and after the care is received
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As a Patient you are Responsible for:

- giving information to your provider about past illnesses, hospitalizations, medications, including prescriptions, over-the-counter medications, vitamins, herbs, or any other drug you may be taking, and other things related to your health.
 - telling your provider about any allergies and bad reactions you have had to medication.
 - telling your provider about past or present problems with use of pain medicine.
 - cooperating with all health workers and professionals and asking questions if you do not understand.
 - what happens to you if you say no to treatment or if you do not follow medical instructions.
 - treating all CS-HHC Staff with dignity and respect, and respecting the property of others.
 - making and keeping your appointment or telling CS-HHC as early as possible if you cannot keep an appointment.
 - You need to give us the right insurance information so your bills can be paid. If there's a mistake, CS-HHC will fix it. You are still responsible for paying your bill when it is due.
 - bringing your most recent health insurance card including Medicaid, Medicare, or any other coverage along with any required billing information to each visit at CS-HHC.
 - telling CS-HHC when there are any changes in your contact or billing information.
 - assuring that your caregivers, family members and others who may accompany you on CS-HHC premises comply the Patient and Visitor Conduct Policy.
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A CS-HHC Patient Advocate will listen to your concerns.

You can call 203-503-3211 to speak with a Patient Advocate or you can visit CS-HHC's Patient Advocacy Department at 400 Columbus Ave., New Haven or 150 Sargent Drive, New Haven during business hours.