



Patient's Bill of Rights and Responsibilities
Based on NH RSA 151:21, Patients' Bill of Rights

- A.** The patient shall be treated with consideration, respect, and full recognition of the patient's dignity and individuality, including privacy in treatment and personal care, and being informed of the names, licensure status, and staff positions of all those with whom the patient has contact, according to NH RSA 151:3-b.
- B.** The patient shall be fully informed of their rights and responsibilities and all procedures governing conduct and responsibilities. Except for emergency admissions, this information must be provided orally and in writing before or during admission. The patient must acknowledge receipt of this information in writing. When a patient cannot make informed judgments, the signature must be provided by the person legally responsible for the patient.
- C.** A clinician shall fully inform the patient of their medical condition, health care needs, and diagnostic test results, including how they will be provided and the expected time interval between testing and receiving results, unless medically inadvisable and documented in the medical record. The patient shall also be allowed to participate in planning their total care and medical treatment, refuse treatment, and be involved in experimental research only upon the patient's written consent.
- D.** Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, it is provided to a person designated by the patient or legally authorized. Patients can participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- E.** The patient shall be transferred or discharged after appropriate discharge planning only for medical reasons, the patient's welfare, or the welfare of other patients if the facility ceases to operate, except as prohibited by Title XVIII or XIX of the Social Security Act. No patient shall be involuntarily discharged from a facility solely because the patient becomes eligible for Medicaid as a payment source.
- F.** The patient shall be encouraged and assisted throughout their visit to exercise their rights as a patient and citizen. The patient may voice grievances and recommend changes in policies and services to facility staff or outside representatives, free from restraint, interference, coercion, discrimination, or reprisal.
- G.** The patient shall be permitted to manage their financial affairs if they authorize the facility in writing to assist in this management and the facility consents. The assistance shall follow the patient's rights under this subdivision and conform to state law and rules.
- H.** The patient shall be free from emotional, psychological, sexual, and physical abuse and exploitation, neglect, corporal punishment, and involuntary seclusion.

- I.** The patient shall be free from chemical and physical restraints except when they are authorized in writing by a physician for a specific and limited time necessary to protect the patient or others from injury. In an emergency, restraints may be approved by the designated professional staff member to protect the patient or others from injury. The staff member must promptly report such action to the physician and document it in the medical records.
- J.** The patient shall ensure confidential treatment of all information in the patient's personal and clinical record, including that stored in an automatic data bank. The patient's written consent shall be required to release information to anyone legally authorized to receive it. Medical information in the medical records at any facility licensed under this chapter shall be deemed the patient's property. The patient shall be entitled to a copy of the records upon request. The charge for copying a patient's medical records shall not exceed \$15 for the first 30 pages or \$0.50 per page, whichever is greater. Copies of filmed records, such as radiograms, X-rays, and sonograms, shall be provided at a reasonable cost.
- K.** The patient shall not be required to perform services for the facility. Where appropriate for therapeutic or diversional purposes and agreed to by the patient, such services may be included in a plan of care and treatment.
- L.** The patient shall be free to communicate with, associate with, and meet privately with anyone, including family and resident groups, unless doing so infringes upon the rights of other patients. The patient has the right to access the unmonitored use of a telephone.
- M.** The patient shall be free to participate in activities of any social, religious, and community groups unless doing so infringes upon the rights of other patients.
- N.** The patient shall be free to retain and use personal clothing and possessions as space permits, provided it does not infringe on the rights of other patients.
- O.** The patient shall be entitled to privacy for visits.
- P.** The patient has the right to receive services in a facility with reasonable accommodation of individual needs and preferences, except when the health and safety of the individual or other patients would be endangered.
- Q.** The patient shall not be denied appropriate care based on race, religion, color, national origin, sex, age, disability, marital status, or source of payment, nor shall any such care be denied on account of the patient's sexual orientation, or gender identity/expression
- R.** The patient shall be entitled to be treated by the patient's clinician of choice, subject to the facility's reasonable rules and regulations regarding the credentialing process.
- S.** The patient shall not be denied admission to the facility based on Medicaid as a source of payment when available space exists.

- T. Subject to the terms and conditions of the patient's insurance plan, the patient shall have access to any provider in their network and referral to a provider or facility within such network shall not be unreasonably withheld according to NH RSA 420-J:8, XIV.

Responsibilities of our Patients and Clients

1. To provide full information about their illness or problem, current health, medications/dietary supplements, and any allergies or sensitivities to allow proper evaluation and treatment to ensure optimal care.
2. Ask sufficient questions to ensure appropriate comprehension of the illness or problem and the health professional's recommendation for continuing care. If the care or course of treatment is unacceptable, it should be discussed with Health & Wellness staff or a student advocate.
3. To inform their clinician about any living will, medical power of attorney, or other directive that might affect their care.
4. To follow the treatment plan prescribed by their clinician.
5. To show courtesy and respect to health personnel, staff, and other patients.
6. To not lend their identification to others as this may lead to errors in treatment and false documentation.
7. If you cannot keep an appointment, please cancel or reschedule as soon as possible.
8. Not to give medication prescribed for self to others.
9. To communicate with a health provider if conditions worsen or aren't following the expected course.
10. To refrain from behavior that would offend or harm others.
11. To follow the rules and regulations and respect the property of Health & Wellness.
12. To provide a responsible adult to transport them from Health & Wellness to their residence and remain with them for 24 hours if their clinician requires.
13. To take responsibility for their health by following good health practices and seeking medical services promptly.
14. To provide feedback on positive and negative aspects of the health care process.
15. To accept personal financial responsibility for any charges not covered by the health fee or their insurance.