



University of New Hampshire Health & Wellness
PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES
Based on NH RSA 151:21, Patients' Bill of Rights

FORM # 022.1

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 including being informed of the name, licensure status, and staff position of all those with whom the patient has contact, pursuant to NH RSA 151:3-b. Chaperones are provided for all visits upon request by the patient/client.
- B.** The patient shall be fully informed of a patient's rights and responsibilities and of all procedures governing patient conduct and responsibilities. This information must be provided orally and in writing before or at admission, except for emergency admissions. Receipt of the information must be acknowledged by the patient in writing. When a patient lacks the capacity to make informed judgments the signing must be by the person legally responsible for the patient.
- C.** The patient shall be fully informed by a health care provider of his or her medical condition, health care needs, and diagnostic test results, including the manner by which such results will be provided and the expected time interval between testing and receiving results, unless medically inadvisable and so documented in the medical record, and shall be given the opportunity to participate in the planning of his or her total care and medical treatment, to refuse treatment, and to be involved in experimental research upon the patient's written consent only.
- 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, the information is provided to a person designated by the patient or to a legally authorized person. Patients are given the opportunity to 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, for the patient's welfare or that 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 because the patient becomes eligible for Medicaid as a source of payment.
- F.** The patient shall be encouraged and assisted throughout the patient's stay to exercise the patient's 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 the patient's personal financial affairs. If the patient authorizes the facility in writing to assist in this management and the facility so consents, the assistance shall be carried out in accordance with the patient's rights under this subdivision and in conformance with state law and rules.
- H.** The patient shall be free from emotional, psychological, sexual and physical abuse and from 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 authorized by the designated professional staff member in order to protect the patient or others from injury. The staff member must promptly report such action to the physician and document same in the medical records.
- J.** The patient shall be ensured confidential treatment of all information contained in the patient's personal and clinical record, including that stored in an automatic data bank, and the patient's written consent shall be required for the release of information to anyone not otherwise authorized by law to receive it. Medical information contained in the medical records at any facility licensed under this chapter shall be deemed to be the property of the patient. The patient shall be entitled to a copy of such records upon request. The charge for the copying of a patient's medical records shall not exceed \$15 for the first 30 pages or \$.50 per page, whichever is greater; provided that copies of filmed records such as radiograms, x-rays, and sonograms shall be copied 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 to do so would infringe upon the rights of other patients. The patient has the right to have access to the unmonitored use of a telephone.
- M.** The patient shall be free to participate in activities of any social, religious, and community groups, unless to do so would infringe 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 the 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 on the basis of 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 physician/clinician of choice, subject to reasonable rules and regulations of the facility regarding the facility's credentialing process.
- S.** The patient shall not be denied admission to the facility based on medicaid as a source of payment when there is an available space in the facility.
- T.** Subject to the terms and conditions of the patient's insurance plan, the patient shall have access to any provider in his or her insurance plan network and referral to a provider or facility within such network shall not be unreasonably withheld pursuant to NH RSA 420-J:8, XIV.

Responsibilities of Patients and Clients of UNH Health & Wellness

1. To provide full information about their illness or problem, current health, all current medications/dietary supplements, and any allergies or sensitivities to allow proper evaluation and treatment in order to ensure optimal care.
2. To ask sufficient questions to ensure appropriate comprehension of illness or problem, as well as the health professional's recommendation for continuing care. If the care or course of treatment is unacceptable for any reason, it should be discussed with staff of the health service 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 personal identification to others as this may lead to errors in treatment and false documentation.
7. To cancel or reschedule, as far in advance as possible, if unable to keep an appointment.
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 which would offend or harm others.
11. To follow the rules and regulations of UNH Health & Wellness 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 required by their clinician.
13. To take responsibility for their own health by following good health practices and by seeking medical services in a timely manner.
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.