

Patient's Bill of Rights and Responsibilities
Easterseals Capital Region & Eastern Connecticut

Patient Rights

You have the right to:

- Receive respectful, safe, and non-discriminatory care in a confidential setting.
- Be free from abuse, neglect, exploitation, harassment, or retaliation.
- Receive care that respects your cultural, personal, and spiritual values.
- Access services fairly, regardless of background.
- Know the name and role of the people providing your care.
- Receive clear and honest information about your condition, recommended services, treatment options, and alternatives.
- Take part in planning your care and making decisions, including the right to accept or refuse services.
- Give informed consent before treatment or sharing information, as required by law.
- Use interpreter services at no cost when needed.
- Review and request copies of your medical records, as permitted by law.
- Designate a legal decision-maker when appropriate.
- Receive coordinated care and help with aftercare planning when services end.
- Receive information about costs, billing, and payment options, including a Good Faith Estimate when applicable.
- Be informed about how to access emergency or crisis services, including after-hours support.
- File a complaint or grievance about your care without fear of retaliation and receive information on how concerns will be reviewed and resolved.
- Exercise any additional rights provided under Connecticut or federal law.

Patient Responsibilities

You are responsible for:

- Providing accurate and complete information about your health, medications, insurance, and other relevant matters.
- Asking questions when you do not understand your care or instructions.
- Taking part in your treatment and following agreed-upon care plans.
- Treating staff, other patients, and visitors with respect and courtesy.
- Arriving on time for appointments or giving advance notice if you must cancel.
- Following clinic policies and procedures.
- Respecting clinic property and the belongings of others.
- Meeting financial obligations related to your care or speaking with staff about concerns as soon as possible.

Kids' Rights and Responsibilities

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Your Rights

You have the right to:

-  Be treated kindly
-  Feel safe
-  Have a grown-up you trust with you
-  Ask questions
-  Tell someone how you feel
-  Help make choices
-  Be cared for with respect
-  Have your information kept private
(unless adults need to help keep you safe)

Your Responsibilities

You are responsible for:

-  Being kind to others
-  Listening to helpers
-  Following rules
-  Speaking up if something feels wrong
-  Trying your best
-  Coming on time