

## 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 providers and other workers with dignity and respect, and respecting the property of other persons and Cornell Scott-Hill Health Center.
- making and keeping your appointment or telling the Center as early as possible if you cannot keep an appointment.
- giving information necessary for bills to be paid by your medical insurance and for knowing that you have the final responsibility to pay all bills. The Center will correct any errors in the bill. You must pay the bill when the Center asks you to pay it.
- bringing the Medicaid or Medicare card that you have right now, or any required insurance billing information on each visit to the Center.
- telling the Center when there are any changes in address, household information, or family income.

The Cornell Scott–Hill Health Center is honored to be your healthcare home. This document describes your rights and responsibilities as a client of the health center. You should know what your rights and responsibilities are because each of us has a role to play in making you feel better.

If you have any questions about your rights or responsibilities, please do not hesitate to contact your Patient Advocate. The Patient Advocate is here to listen to your concerns and to assist you with problems you experience while receiving care at any of the Cornell Scott–Hill Health Center locations.

You may reach the Patient Advocate in one of the following ways:

Phone: 203-503-3119  
Email: [jcandelaria@cornellscott.org](mailto:jcandelaria@cornellscott.org)

**Cornell Scott-Hill Health Center**  
428 Columbus Avenue  
New Haven, CT 06519  
  
(203) 503-3000  
[www.cornellscott.org](http://www.cornellscott.org)

# Patient

## RIGHTS *and* RESPONSIBILITIES





Cornell Scott  
Hill Health  
Center

## 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 about possible medical outcomes.

- receive the best possible health care even if you cannot pay for everything. Sometimes, another facility may have services that the Center 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.
- read and 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.

- have a person of the same sex with you when you are being treated by a person of the opposite sex.
- have people tell you about policies and procedures, fees and charges for services made by the Center. When referrals are made to other agencies, you should get an explanation of your responsibilities.
- receive an appointment time that is convenient for you. You should not have to wait too long for services without an explanation.
- receive an explanation about your bill.
- be heard if you have suggestions or want to complain and to have somebody tell you how to make a complaint, and not be afraid that somebody will make trouble for you.
- have no discrimination against you because of your race, skin color, religion, sexual orientation, marital or civil union status, veteran status, disability, national origin, ancestry, language, sex, gender identity, age or source of payment.