

Patient's Bill of Rights

Easterseals Capital Region & Eastern Connecticut supports the rights of all individuals with disabilities. The Patient Bill of Rights offers a listing of your rights.

You have the right to:

- **CONFIDENTIALITY AND PRIVACY:** You have the right to every consideration of privacy. All communication and documentation is confidential. However, information will be shared with the appropriate persons in order to protect you and others from harm.
- **FREEDOM FROM:** Abuse, financial or other exploitation, retaliation, humiliation, and neglect.
- **REASONABLE RESPONSE TO REQUEST FOR SERVICE:** You shall receive a reasonable response to any and all of your requests for Easterseals' services.
- **INFORMATION ABOUT SERVICES:** You have the right to information about services provided through Easterseals.
- **EQUAL ACCESS TO SERVICES:** You shall have equal access to services regardless of race, creed, gender, or national origin.
- **MAKE DECISIONS TO ACCEPT OR REFUSE SERVICES:** You have the right to make decisions about your services. You have the right to accept or refuse services and be informed of the consequences of your decision.
- **INFORMED CONSENT:** You have the right to receive information necessary to give informed consent for services, for release of information, and any involvement in research.
- **INFORMATION ABOUT PATIENT RIGHTS:** You have the right to receive information about Easterseals' policies on patients' rights and grievance procedures.
- **ACCESS TO MEDICAL CHART:** You have the right to review your records and have the information explained to you.
- **BE INFORMED OF POLICIES AND PROCEDURES:** You have the right to be informed of Easterseals' policies and practices as they relate to services.
- **RECEIVE EXPLANATION OF BILL:** You have the right to be informed of Easterseals' charges for services and available payment methods.
- **CONSIDERATE AND RESPECTFUL CARE:** You have the right to receive considerate, courteous, and respectful care.
- **KNOW IDENTITY OF SERVICE PROVIDERS:** You have the right to know the identity of all individuals involved in your rehabilitation program.
- **MAKE DECISIONS AND PARTICIPATE IN YOUR PLAN OF CARE:** You have the right to make decisions about your plan of care before and during services.
- **CONTINUITY OF CARE:** You have the right to expect consistent services.
- **ACCESS TO LEADERSHIP:** You have the right to speak with your provider's supervisor or the CEO of Easterseals.
- **BE INFORMED OF PROFESSIONAL RELATIONSHIPS:** You have the right to be informed of any business relationships among Easterseals, educational institutions, other health care providers, or payers that may influence your services and care.
- **PARTICIPATE IN ETHICAL ISSUES:** You have the right to participate in decisions involving ethical issues that may impact your service plan.
- **ACCESS AN INTERPRETER:** You will have access to an interpreter if you do not speak or understand English, or if you use sign language.
- **ALTERNATE DECISION MAKER:** Your parent, guardian, or conservator has the right to make decisions on your behalf, in accordance with the law.
- **OTHER LEGAL RIGHTS:** You may have other legal rights as noted by you or others.