



**LAMONT HEALTH AND WELLNESS CENTER
PHILLIPS EXETER ACADEMY**

PATIENTS' BILL OF RIGHTS (NH-RSA 151:21)

1. The patient shall be treated with consideration, respect, and full recognition of his dignity and individuality, including privacy in treatment and personal care.
2. 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 the patient lacks the capacity to make informed judgments the signing must be by the person legally responsible for the patient..
3. The patient shall be fully informed in writing in language that he can understand, before or at the time of admission and as necessary during his stay, of the facility's basic per diem rate and of those services included and not included in the basic per diem rate. A statement of services that are not normally covered by Medicare or Medicaid shall also be included in this disclosure.
4. The patient shall be fully informed by a physician of his health care needs and medical condition, unless medically inadvisable and so documented in the medical record, and shall be given the opportunity to participate in the planning of his total care and medical treatment, to refuse treatment, and to be involved in experimental research upon his written consent only.
5. The patient shall be transferred or discharged after appropriate discharge planning only for medical reasons, for his welfare or that of other patients, if the facility ceases to operate, or for nonpayment for the patient's stay, except as prohibited by title XVIII or XIX of the Social Security Act.
6. The patient shall be encouraged and assisted throughout his stay to exercise his 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.
7. The patient shall be permitted to manage his 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.
8. The patient shall be free from emotional, psychological, sexual, and physical abuse and from exploitation, neglect, corporal punishment, and involuntary seclusion.
9. The patient shall be free from chemical and physical restraints except when they are authorized in writing by a physician for a specified 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.
10. The patient shall be ensured confidential treatment of all information contained in his personal and clinical record, including that stored in an automatic data bank, and his 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, for a reasonable cost, upon his request.
11. 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 his plan of care and treatment.
12. 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 may send and receive unopened personal mail. The patient has the right to have regular access to the unmonitored use of a telephone.
13. 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.
14. The patient shall be free to retain and use his personal clothing and possessions as space permits, provided it does not infringe on the rights of other patients.
15. The patient shall be entitled to privacy for visits and, if married, to share a room with his or her spouse if both are patients in the same facility and where both patients consent, unless it is medically contraindicated and so documented by a physician. The patient has the right to reside and receive services in the facility with reasonable accommodation of individual needs and preferences, including choice of room and roommate, except when the health and safety of the individual or other patients would be endangered.
16. The patient shall not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, sexual preference, or source of payment.
17. The patient shall be entitled to treatment by the physician of his choice subject to reasonable rules and regulations of the facility regarding the facility's credentialing process.
18. The patient shall be entitled to have his parents, if a minor, or his spouse, or next of kin, or his personal representative, if an adult, visit the facility, without restriction, if the patient is considered terminally ill by the physician responsible for his care.
19. The patient shall be entitled to receive representatives of approved organizations as provided in RSA 151:28
20. 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.



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PATIENTS' RIGHTS AND RESPONSIBILITIES

Your Rights include:

1. The right to expect that within our capacity we respond to your request for services, including evaluation and/or referral.
2. The right to be treated with respect and dignity.
3. The right to expect your privacy to be respected by our health care providers allowing you to be candid about your health history and risk behaviors.
4. The right for privacy during physical examinations, treatments, discussions and consultations.
5. The right to complete information, to the degree known, concerning your diagnosis, treatment, and prognosis in terms you can reasonably understand.
6. The right to refuse treatment to the extent permitted by law and to receive information about the medical consequences of this action.
7. The right to expect continuity of care, including knowing your health care professional by name, and to be made aware of continuing requirements following your care.
8. The right to expect that all medical information shared with your health care providers will be treated confidentially within the limits of the law and consistent with our assessment of your best interests and that of our community.
9. The right to receive information on any fees charged regardless of source of payments, particularly as to what services may involve additional charges.
10. The right to know what Health and Wellness Center rules and regulations apply to your conduct as a patient.

Your Responsibilities include:

1. To show courtesy and respect to the Health and Wellness Center personnel and to other patients.
2. To follow the rules and regulations of the Health and Wellness Center regarding proper conduct as explained to you by our staff.
3. To provide full information about your problem or illness necessary to allow our staff to properly evaluate and treat you.
4. To ask questions and express any concerns you may have about your diagnosis and/or treatment.
5. To communicate to the Health Services staff if your condition worsens or does not follow the expected course.
6. To NOT give to others medications prescribed for you.
7. To notify the Health and Wellness Center as soon as possible if you are unable to keep a scheduled appointment.
8. To respond promptly when you receive a communication from the Health and Wellness Center.

Any questions concerning your rights and responsibilities as a patient at the Lamont Health and Wellness Center should be directed to our Medical Director or our Administrative Director.