



Patient Rights

As part of the provision of healthcare at Cooper Green *Mercy* Health Services, we believe that you have a fundamental right to considerate care that safeguards your personal dignity and respects your cultural, psychosocial and spiritual values. This is our commitment to you.

You have the right to be treated with respect while receiving high quality healthcare provided by competent personnel.

You have the right to impartial medical care without discrimination based upon age, race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, and regardless of ability to pay or source of payment.

You have the right, upon request, to be given the name of your attending practitioner, the names of all other practitioners directly participating in your care and the names and functions of other health care persons having direct contact with you.

You have the right to consideration of privacy concerning your own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.

You have the right to designate with whom information about your medical care can be shared, be they family, spouse, friend, life partner, or care-giver.

You have the right to have records pertaining to your medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements.

You have the right to quality care through standards of professionalism that are continually maintained and reviewed.

You have the right to be given complete case information, in a manner you can completely comprehend, concerning diagnosis, treatment, prognosis, alternative treatments, and possible complications that could arise.

You have the right to informed consent prior to the start of a procedure, with the exception of emergent situations.

You have the right to share in your treatment plan.

You have the right to refuse drugs or procedures, to the extent permitted by statute. A practitioner has the duty to inform you of the medical consequences of your refusal of drugs or procedures.

If you do not speak English or if you are deaf, you have the right, where possible, to a qualified interpreter, whether through direct services or through a language line, or through other assistive technology.

If you ever feel that we have not lived up to our commitment to you, you are invited to contact the Cooper Green *Mercy* Health Services' Corporate Compliance and Integrity Officer at 930-3200 or call the Patient Hotline at 930-3636.