

The Patient Care Partnership

Replacing the AHA's Patients' Bill of Rights, this plain language brochure informs patients about what they should expect during their hospital stay with regard to their rights and responsibilities.

http://www.aha.org/aha/content/2003/pdf/pcp_english_030730.pdf

- **High quality hospital care.**
- **A clean and safe environment.**
- **Involvement in your care.**
- **Protection of your privacy.**
- **Help when leaving the hospital.**
- **Help with your billing claims.**

Joint Commission

http://www.jointcommission.org/assets/1/18/Speakup_Rights.pdf

Patient's have the right to

- be informed about the care you will receive.
- get information about your care in your language.
- make decisions about your care, including refusing care.
- know the names of the caregivers who treat you.
- safe care.
- have your pain treated.
- know when something goes wrong with your care.
- get an up-to-date list of all of your current medicines.
- be listened to.
- be treated with courtesy and respect.

Ask for written information about all of your rights as a patient.

Patient's role in their health care

- should be active in your health care.
- should ask questions.
- should pay attention to the instructions given to you by your caregivers. Follow the instructions.