

### **Patient Rights and Responsibilities**

UD (University of Delaware) Health is a diverse environment that endorses a culture of inclusion and equity. We do not tolerate harassment, abusive behavior or discrimination based on race, color, age, sex, national origin, marital status, disability, religion, veteran status or gender identity, expression, or sexual orientation. There are certain rights and responsibilities you have as a patient of UD Health.

1. You have the right to receive courteous and respectful care.
2. You have the right to excellent quality care and professional standards that are continually maintained and reviewed.
3. You have the right to know the names and positions of those who are taking care of you.
4. You have the right to be given current and complete information pertaining to your condition so you can make informed decisions about your care including treatment, diagnosis, alternatives, benefits, and risks.
5. You have the right to ask questions about your health status or recommended treatment and for information to be given to you in a manner you understand.
6. You have the right to participate in your care and make decisions that pertain to your care. You also have the right to include others, including family members, in your care.
7. You have the right to be treated in a safe environment and to be free from all forms of abuse or harassment.
8. You have the right to privacy and confidentiality with respect to your medical condition. Your care and treatment are only discussed with those who need to know.
9. You have the right to refuse care but in refusing care you are accepting responsibility for your actions and your health.
10. You have the right to refuse participation in research. Any refusal to participate, at any time, will not affect your access to care.
11. You have the right to have an interpreter if you need assistance in understanding your care.
12. You have the right to obtain copies or summaries of your medical records and to request amendment if you disagree with information contained within your medical record that is from our facility, in accordance with the law and regulations. This access may be restricted by your provider only for sound medical reasons.
13. You have the right to know how we may use your protected health information (our Notice of Privacy Practices).
14. You have the right to ask someone to be with you during certain intimate parts of an exam, treatment, or procedure.
15. You have the right to know about fees for services and payment policies.
16. You have the right to a detailed explanation of your bill.
17. You have the right to know how to provide feedback or to file a complaint.

## Your Responsibilities

1. You are responsible for being respectful and considerate toward all staff, students, faculty, other patients, and visitors to our facility.
2. You are responsible for respecting the property and rights of others.
3. You are responsible for providing accurate and complete information about your medical and mental health so that we can provide the best treatment options for you.
4. You are responsible for keeping all scheduled appointment times and to be on time for those appointments.
5. Ask questions if you do not understand the directions or treatment being given by your provider.
6. You are responsible for following the care plan and any medications that are prescribed by your provider/therapist/clinicians that participate in your care. If your refusal of treatment prevents us from providing appropriate care according to ethical and professional standards, we may need to end our relationship with you after giving you reasonable notice.
7. You are responsible for paying for any charges that are related to your care but are not covered by your insurance.
8. You are responsible for your personal belongings.
9. You are expected to treat all health care equipment with care and safety.

UD Health strives to provide our patients with safe and competent care. If you have any concerns or feedback, we encourage you to please contact us.

- You may speak to your provider/therapist/clinician.
- Speak to the director/manager of the department.
- If you feel that any of the rights below have been violated, please feel free to reach out to our General Counsel, PC Shea- [pcshea@udel.edu](mailto:pcshea@udel.edu); Phone: 302-831-7263 Address: Hullahen Hall, Room 112, Newark, DE 19713.
- For compliance related questions, contact: Jackie Squillace, Director of Operations & Compliance. Phone 302-831-3867, [jsquill@udel.edu](mailto:jsquill@udel.edu)
- You may also call our compliance hotline and report any concerns: 1-888-366-6033. [Compliance Hotline | Internal Audit \(udel.edu\)](#)

If you would like to file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, electronically: [Filing with OCR | HHS.gov](#)

[U.S. Department of Health & Human Services - Office for Civil Rights \(hhs.gov\)](#) or by mail or phone at:

US Department of Health and Human Services  
200 Independent Ave., SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019  
1-800-537-7697