



# Patient Bill of Rights

## All persons should have the right:

- To be informed of client rights during the admission process.
- To seek fertility-related services and to receive them at a reasonable cost.
- To receive services without discrimination based on race, color, creed, sex, gender identity or gender expression, national origin, age, veteran status, marital status, religion, sexual orientation, size, disability, socioeconomic status or status with regard to public assistance.
- To obtain quality services delivered by knowledgeable personnel in a manner that respects personal privacy and individual dignity and, whenever possible, offered at a time and in a setting designed for their comfort and convenience.
- To receive, in understandable terms, balanced information essential for an informed choice among fertility related services.
- To consent freely to or to refuse the provision of fertility related services in the light of full disclosure of such balanced information.
- To receive an explanation of service fees, if any, before services are provided.
- To get honest answers, in understandable terms to questions about health care and their medical treatment.
- To receive explanations of the purpose, meaning and results of tests and procedures performed for them.
- To have their records maintained in confidentiality, except as otherwise validly provided by law and to see information contained in their medical record within a reasonable amount of time.
- To be free from neglect; exploitation; and verbal, mental, physical, or sexual abuse.
- To receive instruction in self-care for the interims between visits.
- To be referred elsewhere for related medication and social services that Planned Parenthood North Central States–PPH does not provide.
- To formulate advance directives.
- To be advised of the name of the person to whom their comments on services can be directed and addressed.
- To receive, in understandable terms, information concerning the procedures of Planned Parenthood North Central States–PPH research projects, service alternatives and possible results (including all known benefits and material risks) of participation, before consenting in writing or refusing to consent in such participation without prejudice to their treatment by Planned Parenthood North Central States–PPH agencies.
- To express complaints without fear, and to have them addressed. Complaints can be directed to: Vice President of Operations, 671 Vandalia Street, St. Paul, MN 55114

## All persons have the responsibility:

- To give as complete and accurate information as possible about their health history to the Planned Parenthood North Central States–PPH staff serving them.
- To notify Planned Parenthood North Central States–PPH immediately if instructions for self-care between visits cannot be followed or if reproductive health problems develop.
- To ask questions about aspects of their health care they do not understand.
- To pay the agreed-upon fees (if any) and to make those payment arrangements as due.
- To keep appointments made with the agency or to notify the agency, in advance, if they cannot be kept.