



PATIENT BILL OF RIGHTS

145 Hollis Street | Manchester, NH 03101; 184 Tarrytown Road | Manchester, NH 03103
1245 Elm Street | Manchester, NH 03101; 88 McGregor Street | Manchester, NH 03102
603-626-9500

These patient **rights, rules** and **regulations** govern patient and Amoskeag Health conduct and responsibilities.

All patients will be treated with consideration, respect and full recognition of their dignity and individuality. Their need and desire for privacy in treatment and in the care of their personal needs will be made a priority. The needs and requests of patients within the framework of our mission's policies, and the laws and regulations by which we are governed, remain an overriding objective.

1. The ethical treatment of all patients is pledged by the Amoskeag Health.
2. The following services will be provided to our patients:

Outpatient Primary Care	Transportation
Outreach	Access to Care After Hours
Flu Clinics	Preventive Screening
Pregnancy Testing	Reproductive Care
Nutrition Counseling	Interpretation

3. Informed Consent will be secured from patients before any treatment or procedure is initiated.
4. Patients will be encouraged to participate in their care to the extent feasible and appropriate.
5. As appropriate, family members will be involved in helping the patient to make care decisions when that patient is incompetent to do so on his/her own, unless otherwise dictated by law. Amoskeag Health will make available to all patients the opportunity to develop Advanced Directives so that their wishes can be made known.
6. Amoskeag Health supports a patient's right to pain management and will assess and regularly re-assess the issue of a patient's pain.
7. Amoskeag Health is obligated to conduct operations in accordance with HIPAA (Health Insurance Portability and Accountability Act) so that confidentiality and the patient's privacy may be safeguarded.
8. Amoskeag Health will provide a secure environment for all patients and visitors.
9. Amoskeag Health will communicate in a clear and understandable fashion, and will take into consideration the patient's primary language, any

physical deficits the patient may have, and to the extent possible, the patient's level of comprehension.

10. Comfortable and reasonable access to all patient areas will be assured.
11. Those patients who present concerns or grievances about their care or treatment are entitled to an appropriate and timely response from Amoskeag Health Administration.
12. Patients will conduct themselves as outlined in the Amoskeag Health's policy on appropriate behavior. Similarly, the Patient Contract for Care will bind Amoskeag Health and the patient to specific sets of responsibilities and obligations.
13. If at any time you have a concern about the quality of care or safety of our environment, please let management know. If you are not comfortable in voicing your concerns with management, you may voice your concerns with **JCAHO** directly. Their **COMPLAINT HOTLINE** is (800) 944-6610. Your care will not be adversely affected as a result.
14. Unauthorized audio and video recordings are prohibited on the premises of Amoskeag Health in order to protect the privacy of other patients and staff in compliance with federal and state privacy laws.

Should patients have questions, or need clarification about the Patient Bill of Rights, they may contact any senior manager by calling the President/CEO at 603-626-9500, extension 5210. Patients may also file concerns in writing by contacting:

Persons under 60 years of age:

Licensure Coordinator, Dept of Health & Human Services
6 Hazen Drive, Concord, NH 03301
1-800-852-9945, ext. 4592

Persons 60 years and older:

Ombudsman, NH Div. of Elderly and Adult Services
6 Hazen Drive, Concord, NH 03301
1-800-852-9945, Ext. 4592

In accordance with RSA 151:19-30, pursuant to RSA 151:29