

Patients' Rights & Responsibilities

We present a Patients' Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, their physician, and the organization.

At Gay Parents To Be, in partnership with Illume Fertility, PLLC, you have the right to:

- Receive medical care that meets the highest standards in reproductive medicine regardless of your race, religion, national origin, disability or handicap, gender, sexual orientation, gender identity or expression, age, or military service.
- Considerate and respectful care in a safe, comfortable environment.
- Personal privacy and confidentiality.
- Know the names and credentials of health care providers and their role in your care.
- Treatment by compassionate, skilled, qualified health professionals.
- Be informed about and participate in your care and treatment plans to make informed decisions.
- Change your provider if another qualified provider is available.
- Evaluation, service and/or referral as indicated by the urgency of the case.
- To be transferred to another facility when medically necessary with explanation concerning this need, its risks and alternatives, as well as acceptance by the institution of transfer in advance of such transfer.
- The right to consent or decline to participate in proposed research studies or human experimentation affecting care or treatment.
- Review and obtain copies of your medical records.
- Receive treatment in an environment that is sensitive to your beliefs, values and culture.
- Be informed about the care you will need after discharge.
- The right to know your physician may have ownership in the Center.
- The right to file a verbal and/or written grievance as outlined in the Grievance Policy.
- Refuse treatment as allowed by laws.

At Gay Parents To Be, in partnership with Illume Fertility, PLLC, these are your responsibilities as a patient:

- Treat your healthcare providers and staff with respect, honesty and consideration.
- Give us complete information about your medical history, including any medications and "over-the-counter" drugs you may be taking.
- Inform us of any changes to your health or your personal or family medical history.
- Follow up on your doctor's instructions, take medication when prescribed, make follow-up appointments as directed, and ask questions concerning your own health care as necessary.

- Tell us what you need. If you do not understand your care plan, ask questions.
- To fully participate in decisions involving your own health care and to accept the consequences of these decisions if complications occur.
- If you are not satisfied with your care, please tell us how we can improve.
- Be considerate of the rights of other patients, families, and facility personnel.
- Give us any insurance information we need to help get your bill paid and fulfill financial obligations to the Center.
- Keep us informed of changes in your insurance coverage and pay the portion of any charges for which you are responsible in a timely fashion.

Grievance Procedure – Policy

The facility utilizes methods for patient/visitor grievances, input, and suggestions to the organization. Patients, patient's family and visitors to Gay Parents To Be, in partnership with Illume Fertility, PLLC, may file a verbal complaint with a supervisor on duty or file a formal written complaint with suggestions to Administration.

- Complaints are reviewed as they are received and again at the Quality Improvement Committee Meetings.
- Complaints will be used to improve service and patient care and will be used in the Quality Improvement process.
- Follow up with persons initiating concern or complaints are carried out in a timely manner.
- The patient, patient's family, and visitors to Illume Fertility may contact the following agency if not satisfied with the outcome of their complaint: CT Department of Public Health, 410 Capitol Avenue, Hartford, CT 06143-0308.

Discrimination

If you believe you have been the subject of discrimination, you may file a complaint with:

**Connecticut Commission on Human Rights
& Opportunities, Southwest Region Office
350 Fairfield Avenue, 6th Floor
Bridgeport, CT 06604
(203) 579-6246 (voice or TTY)**

Advance Directives

Gay Parents To Be, in partnership with Illume Fertility, PLLC, recognizes all adult patients have the right to make an advance directive.