

Patient Bill of Rights and Responsibility

Utah law requires that your health care professional recognizes your rights while you are receiving medical care, as well as, your respect for the healthcare professional and their right to expect a certain behavior from the patient and/or caregivers.

Patient Rights

A patient has the right to:

- Be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her need for privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing medical treatment and who is responsible for his/her care.
- Know what patient support services are available, including whether an interpreter is available if he/she does not speak English.
- Know what rules and regulations apply to his/her conduct.
- Be given by his/her healthcare professional, information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- Refuse treatment, except as otherwise provided by law.
- Be given, upon request, in advance of treatment, and if eligible for Medicare, whether the healthcare professional accepts the Medicare fee rate.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonable clear and understandable, itemized bill and, upon request, to have charges explained.
- Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give his consent or refusal to participate in sure experimental research.
- To have your pain managed ad individually and effectively as possible.
- Express grievances regarding any violation of his rights, as stated in Utah law, through the grievance procedure of the healthcare professional, which served him/her, and to the appropriate state licensing agency.

Patient Responsibilities

Patient is responsible for:

- Providing to his/her healthcare professional, to the best of his/her abilities, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his health.
- Reporting unexpected changes in his condition to his healthcare professional.
- Reporting to the healthcare professional whether he/she comprehends a contemplated course of action and what is expected of him/her.
- Following the treatment plan recommended by the healthcare professional.
- Keeping appointments and, when he/she is unable to do so for any reason, for notifying the healthcare professional.
- His/her actions if he refuses treatment or does not follow the healthcare professional's instructions.
- Assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- Following all healthcare professional's rules and regulations affecting patient care and conduct.

Filing a Complaint

If you have a complaint against a healthcare physician, call the Utah Healthcare Association office at (801)486-6100.

Utah Health Care Association
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