



HARTFORD
GYN
CENTER

Patient Bill of Rights and Responsibilities

Hartford Gyn Center is a health care facility designed for women. Our goal is to provide highly professional family planning and abortion services in an atmosphere that is confidential, supportive, and sensitive.

This patient bill of rights and responsibilities was developed to provide you with information to help assure a positive medical and human experience.

Confidentiality

Hartford Gyn Center respects your privacy. All medical services are confidential. Medical records are only released when written consent is received from the patient. Written consent must be dated and signed and must include the patient's date of birth.

General Information

As a courtesy to our patients we request the following:

1. All patients are advised at the time they schedule an appointment that children are not permitted in the Center on days that we are performing surgery. In very rare instances, children will be permitted to wait with the patient's escort in our lower level waiting room.
2. Patients and staff are expected to treat one another with respect and courtesy at all times.
3. Patients and their escorts are asked to refrain from loud or boisterous behavior. Hartford Gyn Center may ask disruptive persons to leave the facility.
4. You have the right to ask questions concerning the medical care and treatment that you may be receiving. Please feel free to ask questions. Medical care is only provided with the patient's consent. Hartford Gyn Center reserves the right to refuse to treat a patient, unless a medical emergency arises.
5. Smoking is not permitted anywhere in the building. You may go out to the courtyard if you need to smoke.
6. Food and beverages are not allowed in the upper level waiting room. You may have a snack in the lower level waiting area – but please, be careful not to spill and clean up after yourself by disposing of any trash.

Appointments, Fees, Payment, and Insurance

Appointments are made only with the patient. The only exception involves patients who are not fluent in English. In such cases, an interpreter can make an appointment as long as the patient is present.

Spanish-speaking staff are available at certain times to interpret for patients. Patients who are not fluent in English are asked to bring an adult interpreter with them to the Center on the day of their appointment.

A clear explanation of fees is provided at the time an appointment is scheduled. Payment is expected at the time of the appointment. Hartford Gyn Center does participate with some insurances and insurance information is available at the time an appointment is scheduled. All insurances must be verified in advance. Please let us know if you plan to use insurance when you make your appointment.

Patients who are covered by Medicaid (Title 19) must bring their **current** medical card and their Department of Income Services photo ID at every visit. They should also have their Social Security number for our financial counselor.

Hours

Hartford Gyn Center is open Monday through Friday, 8 AM to 5 PM; and Saturday, 7 AM to 2 PM.

Hartford Gyn Center has a 24-hour answering service for **medical emergencies**. For non-emergency questions, please call during our normal business hours.

Grievance Procedure

We encourage patients to express their concerns to the staff and management of Hartford Gyn Center. To express an immediate concern, please speak with one of our counselors or to our Administrator.

Any patient has the right to file a grievance with the Administrator without discrimination from the Center. To file a grievance, please write down the specific nature of the complaint and include the approximate time and date. The Administrator will review your grievance and, depending upon the nature of the complaint, will respond to you generally within two (2) business days. You can also file a grievance in writing to the Commissioner of Public Health and Addiction Services, Community Nursing and Day Care Division, State of Connecticut, 150 Washington St, Hartford, CT 06106. The Commissioner can also be reached at (860) 566-2038.

Thank you for helping us make this a positive experience for you and for enabling us to provide the highest-quality medical care.