

Patient Bill of Rights



Patients at Newbridge have the right to:

- Be treated with respect, consideration and dignity.
- Be assured confidential treatment, disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted by law of third party payment contract and when release is required by law.
- Know the name and function of any person providing health care services as well as the names and relationships of physicians who may care for them in the absence of their attending physician.
- Be provided, to the degree known, information concerning their diagnosis, treatment, and prognosis. (When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person on their behalf.)
- Be afforded the opportunity to participate in planning their medical treatment and to refuse to participate in experimental research.
- Request a second opinion.
- Obtain a reasonable response to any reasonable requests for service.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences.
- Receive communication in the language they understand.
- Obtain treatment without regard to race, color, creed, religion, sex, national origin or payment source, except for fiscal capability thereof.
- Receive information about available services, provisions for after hours and emergency care, available educational material and applicable practice policies.
- Receive, examine and question information regarding charges for treatments received.
- Obtain an estimate of the cost of treatment not covered by their insurance prior to that treatment.
- Receive reasonable continuity of care and to know, in advance, the time and location of appointments.
- Designate their treatment areas as non-smoking areas.
- Leave Newbridge against the advice of the attending physician.
- Request termination, recording or filming of a procedure, even if consent was given prior to the procedure.
- Withdraw consent for observer at any given time.
- These rights apply to persons making legal decisions regarding care on behalf of a patient at Newbridge.
- Make an advance directive appointing someone to make health care decisions on their behalf. Advance directive forms and assistance in completing these forms is available to all patients.
- Receive contact information for and submit a complaint about patient care to the Newbridge Administrator, Program Manager for Ambulatory Care Programs and/or the Medicare Beneficiary Ombudsman
- Submit a complaint about patient care to the Maryland Office of Healthcare Quality in writing to the Maryland Department of Health and Mental Hygiene located in the Spring Grove Center, Bland Byrant Building, 55 Wade Avenue, Catonsville, MD 21228, or by calling the office directly at (410) 402-8040 or (800) 492-6005.

