



Patients' Rights & Responsibilities

Patient Rights

- To be treated in a respectful and safe manner
- To know the names and specialties of the team members providing your care
- To ask questions and receive accurate information in your preferred language
- To determine best treatment option in partnership with your provider
- To have privacy within the capacity of our facilities when taken to your provider, being examined, or being treated
- To request and review medical records, as allowed by law
- To consent to taking part in a medical research study should it be offered

Patient Responsibilities

- To work with your health care provider on the plan of care and comply with the recommendations
- To communicate with your provider if you want family members involved with your care or decision making
- To share all relevant information about your health history and current symptoms
- To ask questions if you do not understand or think you will be able to follow what is being asked of you.
- To comply with the Patient, Family and Visitor Code of Conduct



Patient, Family & Visitor CODE OF CONDUCT

It is the responsibility of all patients, families, and visitors at all Chatham Orthopaedic Associates (COA) facilities to speak and act in a respectful and safe manner.

Safety & Security

- Weapons of any kind are not allowed
- Photography and video / audio recording are not allowed without permission from your COA provider

Unacceptable Behaviors

- Disruptive, loud, offensive, or otherwise inappropriate behaviors or language, including, but not limited to:
 - Racial or cultural slurs, or other insulting remarks about race, language, religion, gender identity, physical appearance, or sexuality
 - Yelling or swearing
 - Making verbal threats or threatening gestures
 - Spiting or throwing objects
 - Any physical assault or attempted assault
 - Sexual remarks or behaviors

Code of Conduct Violations

Our facilities do utilize video surveillance. Please report any concerns to administration. Patients, families, or visitors violating our Code of Conduct will be discharged from the practice.