

PATIENT RIGHTS & RESPONSIBILITIES

As our patient, you have the right to:

- Respectful and dignified care, without discrimination of any kind.
- Be informed about your condition, treatment options, and expected outcomes in terms you understand.
- Participate in decisions regarding your care, including the right to refuse treatment.
- Privacy and confidentiality of your medical records and personal health information.
- Know the names and roles of your care providers.
- Ask questions and receive clear answers about your care, medications, and procedures.
- Access language assistance or interpreter services, free of charge.
- File a complaint or grievance without fear of retaliation.

To support your care and the care of others, we ask that you:

- Provide complete and accurate information about your health, medical history, and medications.
- Follow the care plan developed by your provider or ask questions if you do not understand it.
- Respect the rights and privacy of other patients, staff, and physicians.
- Arrive on time for appointments and notify us in advance if you need to cancel or reschedule.
- Meet your financial obligations related to your care, including providing insurance information.
- Report any safety concerns or changes in your condition to your care team.

If you have any questions about your rights or responsibilities, or would like to file a complaint, please speak with our front desk staff or call our Compliance Officer at 800.511.4396.

PATIENT GRIEVANCE PROTOCOL

Purpose: To provide patients with a clear and confidential process to express concerns, file grievances, or report dissatisfaction with the care or services received at Connecticut Orthopaedics.

Definition of a Grievance: A grievance is any formal or informal complaint made by a patient (or their representative) regarding care, treatment, safety, privacy, or staff interactions that cannot be resolved immediately by the staff present.

How to File a Grievance: Patients may file a grievance in one of the following ways:

- Verbally: Speak with any staff member, who will notify the Site Manager.
- In Writing: Complete a Patient Grievance Form (available at the front desk) and return it to the front desk or mail it to the office.
- By Phone: Contact the Site Manager at the location of the Grievance: 203.407.3500

For more information regarding, or would like to filing a grievance, please visit: ct-ortho.com/patient-resources