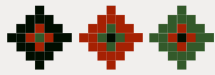


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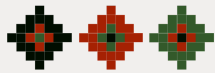
Understanding Your Rights as a Patient





In the United States, all people have important rights as patients.

In the U.S., all people have important rights as patients. Some of these rights are guaranteed by U.S. laws.



In the United States, all people have important rights as patients.

Here's what you need to know.

Here are a few rights that are important for women to know.

YOU HAVE A RIGHT TO

Dignity and Respect

All patients have the right to be treated with dignity and respect. You should never be discriminated against for any reason, this includes race, religion, sex, ethnicity, sexual orientation, country of origin, and more. If you feel that you have not been treated with dignity or respect, or have been discriminated against, you can make a complaint at the clinic or hospital and it will be investigated. You cannot be retaliated against or receive less medical care because you made a complaint.

YOU HAVE A RIGHT TO

Privacy and Confidentiality

All patients have the right to privacy and confidentiality. This means that your health information will be kept securely, and it will not be shared or released without your permission. This means information will not be shared with anyone including a spouse or family member unless you say it is OK. Medical providers take privacy so seriously that they will not leave detailed messages on your phone without your permission because someone else could overhear it.

YOU HAVE A RIGHT TO

Privacy and Confidentiality



You may be asked to sign a form called a Release of Information to show that you give permission for someone else to know about your health. In the Release of Information form, you can give permission to share certain information but deny permission for other information. For example, you can say it is OK for someone to know about a health appointment, but you don't want them to know the results of an exam or medical test. You can cancel a signed Release of Information anytime and for any reason.□□Because all patients have the right to confidentiality, medical providers will want to meet with patients privately. This gives needed privacy for patients to talk about health concerns or issues they may be uncomfortable talking about in front of other people. This means that spouses will normally be asked to wait in the lobby while a woman has a health visit. This also means that parents of older girls or young women will often be asked to wait in the lobby.

YOU HAVE A RIGHT TO

Health Care You Understand



Patients have the right to receive health care that they understand. This means medical procedures must be explained to you before they happen, and you must give permission for them to happen. The only exception to this would be in a medical emergency where a patient cannot respond and the provider must act to save a life.

YOU HAVE A RIGHT TO

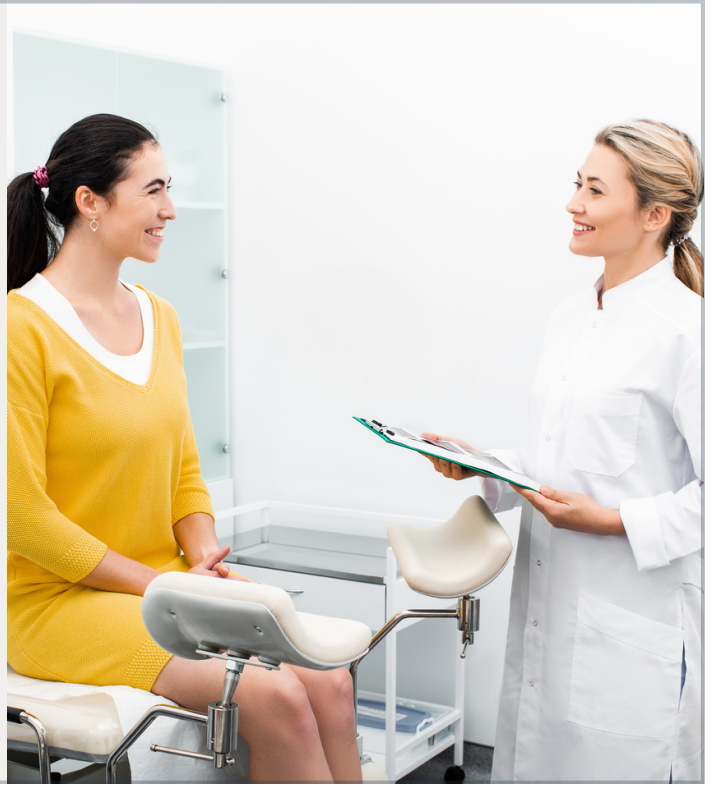
An Interpreter



Your medical provider needs to understand you clearly to provide good care, and you need to understand what they are telling you about your health. If you are concerned about not understanding the doctor, you have the right to ask for an interpreter. It is the interpreter's job to relay information correctly, and they are required to keep your information confidential. Any medical professional, medical clinic, or hospital that gets money from the U.S. federal government is required to provide free interpretation to people who need it. □□You should always let a medical clinic know that you need an interpreter when you make an appointment so that they have time to arrange one. If you are seeking care without an appointment, like for an emergency concern, you are still entitled to an interpreter and should ask for one. You can ask for an interpreter by saying, "No English, I speak DARI." Friends and family members, especially children under 18 years old, should not be asked to interpret for you. In the U.S., the law says no one can be turned away from medical care because they do not speak English.

YOU HAVE A RIGHT TO

Ask for a Female Medical Provider



You also have the right to ask for certain things so that the appointment is more comfortable for you. For example, you can ask that your exam be done by a female medical provider. If you want a female medical provider for your appointment, ask for one at the time you are making an appointment. If for some reason a female medical provider is not available, the clinic may ask you if it is OK if you are seen by a male medical provider. Depending on the urgency of your health concern, you may say that is OK or choose to reschedule for a time when a female provider is available. It is important to know that if you agree to see a male medical provider, they will often have a woman with them in the room during sensitive parts of a medical exam like a breast exam or pelvic exam. Patients can also request that a female staff member be present during these parts.

YOU HAVE A RIGHT TO

Ask Your Doctor Questions



All patients have the right to ask their medical provider questions. You should bring up any concerns and questions you have during your appointment. If your medical provider does not have enough time to answer, they may schedule you for another appointment. They may also order some tests or refer you to another doctor who specializes in your concern. Because this is an important time for you and your medical provider to discuss your health needs, if you have young children, try to arrange for someone to watch them while you are in your medical appointment.

WATCH NEXT

3

VIDEO 3: ABOUT THE EXAM

Helps prepare you with details of what happens during a women's wellness exam.

It is common for many women to feel nervous about a women's wellness exam. You should tell your medical provider how you feel so that the medical provider can work to make you feel more comfortable.

In Video 3, we will discuss the details of what happens during the Women's Wellness Exam. Thanks for watching!