

Title X services must be provided in a manner which protects the dignity of the individual. One implementation strategy is to have a “patient bill of rights” available. The components identified in this document provide a framework for quality family planning care and are essential to a patient bill of rights.

[Insert organization name and logo]

# [SAMPLE] Patient Bill of Rights

## YOU HAVE THE RIGHT TO…

### RESPECT

* Be spoken to with dignity and good manners, at all times
* Have your cultural, spiritual, and personal values honored when receiving health care
* Be called by your chosen name and preferred gender pronoun
* Know the names of staff caring for you
* Ask a staff person to be with you during your exam

### CONFIDENTIALITY

* Expect that your health records are kept private
* Expect that your health records are only shared with your written consent, unless required by law or health insurance
* Receive care in ways that ensure your privacy and safety

### QUALITY SERVICES

* Be offered a range of family planning services by qualified staff
* Get quality care no matter what your race, ethnicity, religion, sex, gender, sexual orientation, disability, marital status, number of pregnancies, and birth control choice are

### VOLUNTARY PARTICIPATION

* Refuse any and all services without penalty
* Be included in decisions about your care

### INFORMATION

* Get medically accurate information with no judgments
* Get clear information in your preferred language
* Be informed about your clinic’s policies and procedures, including costs for services and what your insurance will cover

### STATE YOUR CONCERNS

* Ask questions about anything that concerns you or that you do not understand
* Have your complaints handled quickly and with respect
* Offer suggestions to improve services