

Yale HEALTH

News from Yale Health



Yale Health: Patient Rights and Responsibilities

At Yale Health, we work hard to ensure that all of our patients are made aware of their rights and responsibilities as members of the Yale Health plan. Yale Health has adopted policies regarding the rights and responsibilities of patients. All patients have:

- **The right to be treated with respect.**
- **The right to be involved in decisions related to their care.**

- **The responsibility to respect and treat our staff with courtesy and respect.**

All rights and responsibilities adopted by Yale Health, are for patients of Yale Health without regard to sex, race, color, religion, age, disability, national or ethnic origin, sexual orientation or gender identity or expression. We insist that you review Yale Health's commitment to ensuring you are made aware of this policy, to better understand your rights and responsibilities as patients of Yale Health.

Please [review our Patient Rights and Responsibilities webpage](#) that details this policy. This is for your record and no other action is required of you.

For more information, you may also visit the Patient Rights and Responsibilities section of your Yale Health Coverage Booklet:

- [Employee Member Coverage Booklet](#): pages 74 to 76
- [Student Handbook](#): pages 54 to 56

If you have any comments, questions or concerns regarding your rights and responsibilities at Yale Health, please contact [Member Services](#) at 203-432-0246 or email member.service@yale.edu.

You may also contact our Patient Representative at 203-432-8134 or email yhpatientrep@yale.edu to discuss any situation in which you feel that one of these rights and responsibilities have been violated.

Call first before you come in

[Call your primary care provider](#)

Yale Health

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better together



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