



# CLIENT BILL OF RIGHTS

Your basic rights, from the National End of Life Doula Alliance

## **Quality Care** — You have the right to...

- Respect for your cultural and spiritual beliefs, values, customs, and preferences
- Equal care regardless of age, race, ethnicity, religion, socio-economic status, national origin, sex, sexual orientation, gender identify, language, or culture
- Equal care regardless of physical or mental disability
- Courteous, responsive, and respectful treatment from healthcare workers
- Timely, appropriate, and effective pain management
- Refuse care or treatment; refuse to consent
- Complain without fear of retaliation or negative consequences to your future treatment
- Report and seek quick resolutions to any problems you have with your healthcare, including billing, denied treatment, waiting times, lack of services, or other shortfalls

## **Safety** — You have the right to...

- Be cared for in a safe, clean environment
- Be free from neglect, misuse, verbal, sexual, mental, and physical abuse at the hands of providers, caregivers, or anyone else
- Be informed of the need for physical or chemical restraints for your own safety and the safety of others, including those providing your care
- Be offered access to advocacy services
- Know the names of the people caring for you

## **Privacy and Confidentiality** — You have the right to...

- Personal privacy
- Refuse recordings, videotaping, or other digitally invasive procedures that are not part of your medical care
- Medical records, contact information, payment records, and the ability to share them with your consent only except when necessary between practitioners in providing care

## **Information** — You have the right to...

- Be fully informed of your health condition, treatment plan, and services as they change
- Be involved in care planning to the extent you wish or are able
- Receive information in a way that meets your need for vision, speech, hearing, or cognitive impairment
- Designate an agent to assist you in advocating for your wishes
- Have your medical and end of life wishes followed



**Amy Rush, Certified Death Doula, NEDA Proficient**  
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