EMS Patients' Bill of Rights

At New Britain Emergency Medical Services, Inc. our patients and team are expected to maintain a safe environment and be treated with courtesy, dignity working environment will be free of threats, violence, disrespectful communication, abuse, or harassment of patients or members of the New Britain EMS team. We do not tolerate discrimination against any person, patients and/or team members based on race, color, national origin, ethnicity, culture, disability, age, sex, religion, socioeconomic status, sexual orientation, gender identity or expression, or any other characteristic protected by law. We are committed to providing our patients and families with their rights and responsibilities.

All patients of New Britain EMS Inc., have the right:

1. to understand and use these rights, along with being informed and participating in all decisions regarding treatment and interventions. This includes the right to an interpreter.

2. to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.

3. to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.

4. to receive assessment and be informed of your treatment methods and medical management.

5. to be informed of the need to be taken to a medical facility capable of providing appropriate emergency medical care.

6. to be transported in a clean and properly maintained ambulance which is in compliance with all applicable laws and regulations.

7. to receive treatment in an environment that is sensitive to your beliefs, values, and culture.

8. to when fully aware of the consequences of their illness or injury and shown to be competent, have the right to refuse emergency medical care and/or transport by ambulance.

9. to receive, upon request, the names of those providing emergency medical care.

10. to review your medical record without charge and obtain a copy of your medical record for which NBEMSI can charge a reasonable fee.

11. to receive, upon request, a reasonable explanation of any charges for emergency medical care provided by the paramedics/EMTs and/or for ambulance service(s).

12. to express a complaint or grievance by contacting the compliance hotline.