

## Patient Bill of Rights

At Planned Parenthood you have choices, rights, and responsibilities.

You have the right to:

- Be treated with dignity and respect.
- Know the names of the people serving you.
- Have privacy and confidentiality of your records.
- Receive explanations, education, and counseling.
- Request a staff chaperone during your exam or procedure.
- Consent to, or refuse, any care or treatment.
- Be free from neglect, exploitation, and verbal, mental, physical or sexual abuse.

Family planning clients also have the right to:

- Decide whether or not to have children, and when.
- Know the effectiveness, possible side effects, & problems of all birth control methods.
- Participate in choosing a birth control method.

You also have the responsibility to:

- Be honest about your medical history.
- Be sure you understand.
- Follow health advice and medical instructions.
- Report any changes in your health.
- Keep appointments or call us if you must cancel.

## Americans with Disabilities Act (ADA) of 1990

Planned Parenthood of Northern New England (PPNNE) does not discriminate against individuals with disabilities in the provision of services, programs, activities, or in employment. Under the ADA, any qualified individual with a disability is eligible to participate in or benefit from any service, program, or activity provided by PPNNE. Additionally, the ADA requires equal employment opportunities for qualified individuals with disabilities.

## Non-Discrimination Policy

It is the policy of Planned Parenthood of Northern New England (PPNNE) to provide equitable health care without discrimination against, or harassment or, any person on the basis of race, color, national origin, language, religion, sex, age, disability, citizenship, marital status, creed, sexual orientation, gender expression, or gender identity. Any such discrimination or harassment is prohibited and will not be tolerated. The patient's preferred gender will be respected, and the patient will be referred to by their name and pronoun of choice whenever feasible. PPNNE serves patients age 13 and older.

This notice is posted at all PPNNE health centers and on our website.

If you believe you have been denied access to a benefit, service, program, or activity offered by PPNNE because of a disability, or if you have questions or concerns about this non-discrimination policy, you may file a complaint by contacting:

Medical Services  
Planned Parenthood of Northern New England  
784 Hercules Drive, Suite 110  
Colchester, VT 05446

OR

You have the right to file a written complaint with the U.S. Department of Health and Human Services by mail, fax, email, or via the OCR Complaint Portal.

Centralized Case Management Operations  
U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F HHH Bldg  
Washington, DC 20201

More information can be found online at:  
<https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>