**Section 210.2100 Patient's Rights**

a) A patient shall not be deprived of any rights, benefits, or privileges guaranteed by law based solely on his/her status as a patient of the Model.

b) The Model shall notify the patient's representatives whenever the patient suffers from a surgical complication, illness, or accident.

c) Every patient shall be permitted to refuse medical treatment and to know the consequences of such action.

d) Every patient or patient's representative shall be permitted to inspect and copy all of the patient's clinical and other records concerning the patient's care and maintenance kept by the Model or by the patient's physician.

e) All patients shall be permitted respect and privacy in their medical and personal care program. Every patient's case discussion, consultation, examination, and treatment shall be confidential and shall be conducted discreetly. Those persons not directly involved in the patient's care must have the patient's permission to be present.

f) Every patient shall be permitted unimpeded, private, and uncensored communication of his/her choice by mail and telephone. The Model shall ensure that correspondence is promptly received and mailed, and that telephones are reasonably accessible.