

URUPAPURO RW' UBURENGAZIRA BW' UMURWAYI

Urupapuro rw' uburenganzira bw' umurwayi ruberaho kugirango uburenganzira n' agaciro ka buri muntu wese wakira ubufasha dutanga ahabwe icyubahiro.

1. Umurwayi azavurwa yitaweho, mu cyubahiro, kandi hubahirijwe agaciro no kuba umwe k' umurwayi, hiyongereyeho kubahiriza ubuzima bwite mu kuvura no kwitaho kandi hiyongereyeho kubwira amazina, uko uruhusa ruhagaze, n' imyanya y' abakozi bose umurwayi yaba yarahuye nabo, hakurikijwe RSA 151:3-b.
2. Umurwayi azahabwa amakuru y' uburenganzira n' inshingano by' umurwayi n' imikorere igenga imyitarire n' inshingano z' umurwayi. Aya makuru agomba gutangwa mu magambo no mu nyandiko mbere cyangwa ari kwakirwa, keretse iyo kwakirwa byihutirwa. Kwakirwa kw' amakuru kugomba kwemerwa n' umurwayi mu nyandiko. Iyo umurwayi abura ubushobozi bwo gufata ibyemezo gushyirwaho umukono bigomba gukorwa n' umuntu ubitiye uburenganzira ahabwa n' amategeko ku murwayi.
3. Umurwayi agomba guhabwa amakuru mu nyandiko mu rurimi umurwayi yumva, mbere cyangwa igihe umurwayi yakiriwe n' igihe byaba bishobotse mugihe umurwayi ahagumye, ku biciro bya buri muni by' ibikorwa remezo n' ubufasha buri cyangwa butari muri ibyo biciro. Inyandiko y' ubufasha butishurwa na Medicare cyangwa Medicaid buzaba bwiyongereyeho muri iyi nyandiko.
4. Umurwayi azahabwa amakuru n' abatanga ubuvuzi kubyerekeye uburwayi bwe, ukwitabwaho akeneye, n' ibisubizo by' ibizami by' isuzuma, hiyongereyeho uburyo ibyo bisubizo bizatangwa no mu gihe bizangwa hagati yo gupima no kwakira ibisubizo, keretse bitagiriwe inama z' abaganga kandi byanditse mu ibarura ry' ubuvuzi, no kuzahabwa amahirwe yo kuzagira uruhare mu guteganya kwitabwaho kwe kose no mukuvurwa, kwanga kuvurwa, no kugira uruhare mu igererageza ry' ubushakashatsi ari uko umurwayi yabitangiye uburenganzira gusa. Ku mpamvu z' iki gika "utanga ubufasha bw' ubuzima" bisobanuye umuntu wese, ishyirahamwe, ahakorerwa, cyangwa urwego rwahawe uburenganzira n' iyi leta cyangwa utanga ubuvuzi ku buryo bwemewe n' amategeko, harimo, ariko bitagarukiye ku, baganga, ibitaro cyangwa ikindi kigo nderabuzima, umuvuzi wamenyo, umuforomo, umuvuzi w' amaso, umuvuzi w' ibirenge, umuvuzi w' umitsi, cyangwa umuvuzi w' imitekerereze, n' undi munyabiro wese, abakozi, cyangwa abahagarariye utanga ubuvuzi nkuwo ukora mu buryo no muburyo by' akazi cyangwa bifite aho bihuriye cyangwa bifasha ubuzima n' ubufasha bwo kwita ku buzima.
5. Umurwayi azahindurirwa ibitaro cyagwa asezererwe nyuma y' itegurwa nyaryo gusa kumpamvu z' ubuvuzi, ku bw' imibereho myiza y' umurwayi cyangwa ubwa abandi barwayi, niba ahakorerwa hahagaritse gukora, cyangwa kutishyurwa kwo kuhaguma k' umurwayi, keretse bibujijwe n' umutwe XVIII cyangwa XIX cy' igikorwa cy' ubwiteganyirize. Nta murwayi uzasezererwa atabishaka ahakorewa kubera umurwayi yemerewe Medicaid nk' uburyo bwo kwishyura.
6. Umurwayi azakangurirwa anafashwe mugihe umurwaye ahagumye guharanira ubenganzira bw' umurwayi nk' umurwayi n' umuturage. Umurwayi ashobora kuvuga akarengane akanasabira ibirego muri gahunda n' bufasha ku bakozi bahakora cyangwa abahagarariye bo hanze nta nzitizi, kwivanga, kuhatwa, kuvangurwa, cyangwa kwigizwayo.

7. Umurwayi azemererwa gucunga umutungo w' umurwayi. Niba umurwayi yemereye ahakorewa mu nyandiko gufashwa muri uku gucunga n' ahakoretwa hakabyemera, ubufasha buzakora hubahirijwe uburenganzira bw' umurwayi muri iki gice kandi hakurikijwe amategeko n' amabwiriza ya leta.
8. Umurwayi ntazakorerwa ihohoterwa ry' umutima, imitekerereze, igitsina n' umubiri no kubyazwa umusaruro, gusuzugurwa, igihano cy' umubiri no guhezwa ntabushake.
9. Umurwayi ntagomba kugira iby' ubutabire n' ubugenjye keretse abihereye uruhushya mu nyandiko n' umuganga mugihe cyagenwe gikenewe kurinda umurwayi n' abandi gukomereka. Mu gihe cyihutirwa, gukumira bishobora guhabwa uburenganzira n' abakozi bagenwe babigize umwuga mu rwego rwo kurinda umurwayi cyangwa abandi gukomereka. Abakozi b' abanyamuryango bagomaba gutanga raporo bihuse y' icyo gikorwa ku muganga bakanabyandi mu bubiko bw' ubuvuzi.
10. Umurwayi azahabwa ikizere cyo kugirirwa ibanga ku makuru yose y' umurwayi ari mu bubiko bwite n' ivuriro, harimo ayabitswe muri banki y' amakuru yikoresha, n' uruhushya rwanditse rw' umurwayi ruzaba rukenewe kugirango hahabwe amakuru ku muntu wese utemerewe n' amategeko ku yakira. Amakuru y' ubuvuzi ari mu bubiko ahakorerwa aho ariho hose hemewe muri iki gice azafatwa nkaho ari umutungo w' umurwayi. Umurwayi azaba yemerewe kopi y' ubwo bubiko abusabye. Igiciro cya kopi cy' ububiko by' ivurwa ry' umurwayi ntogo kizarenza \$15 kumapaji 30 yambere cyangwa \$.50 kuri paje, icyaba kiruta ibindi; igihe cyose, iyo kopi z' ububiko bwa filime nk' iz' amasho yo mucyuma, imirasirire ya X, n' mashusho ya sonograms bizakurwaho kopi kugiciro giciriritse.
11. Umurwayi ntago agomba gutegekwa gukora imirimo ahakorerwa. Aho aribyo kumpamvu z' ubuvuzi cyangwa imyidagaduro byanemewe n' umurwayi, nkubo bufasha bushobora kuba buri mu kwitabwaho cyangwa no kuvurwa.
12. Umurwayi azaba yemerewe kuganira na, kwifatanya na, no guhura mumuhezo n' uwo ariwe wese, harimo umuryango n' amahuriro y' abaturanyi, keretse kubikora bizabangamira abandi barwayi. Umurwayi ashobora kohereza no kwakira amabaruwa adafunguye bwite. Umurwayi afite uburenganzira bwa buri gihe bwo kugoresha telephone atagenzuwe.
13. Umurwayi azaba yemerewe kugira uruhare mu bikorwa rusange, iby' idini, n' amashyirahamwe rusange, keretse kubikora byabangamira uburenganzira bw' abandi barwayi.
14. Umurwayi azaba yemerewe kugumana no gukoresha imywenda bwite n' ibyatunze uko umwaya ubyemera, igihe cyose bitabangamira ubengazira bw' abandi barwayi.
15. Umurwayi azaba yemere ubwiherero ku gusurwa, niba yarashatse, no gusangira icyumba n' uwo bashakanye niba bose ari abarwayi bari ahakorerwa hamwe n' abarwayi bombi babyemera, keretse bibujijwe n' ubuvuzi kandi byanditswe na muganga. Umurwayi afite uburenganzira bwo kuba no guhabwa ubufasha ahakorerwa hitawe ku byo akeneye anifuza, harimo gutimo icyuma n' uwo babana, keretse igihe ubuzima n' umutekano bw' umuntu cyangwa abandi barwayi bya ba biri mu kaga.

16. Umurwayi ntaho azangirwa kwitabwaho nyabyo bihereye ku myaka, igitsina, uko wiyumva ku bijyanye n'igitsina, abo muhuza igitsina, ubwoko, ibara ry'uruho, irangamimerere, umuryango, ubumuga, idini, igihugu cy' ivuko, aho akura ayo kwishyura, ahaturuka umushahara, cyangwa umwuga.
17. Umurwayi azahabwa kuvurwa n' umuganga yahisemo, akurikije amatego atekerajweho n' amabwiriza y' ahakorerwa kubirebana n' uburyo bwo kwemera ahakorerwa.
18. Umurwayi azaba yemerewe kugira abayeyi b' umurwayi, niba ari muto, cyangwa umufasha, cyangwa bene wabo, cyangwa umuhagarariye bwite, niba ari mukuru, gusura ahakorerwa, nta nkomyi, niba umurwayi afite indwara izamuhitana n' umuganga ushinze kwita ku murwayi.
19. Umurwayi yemerewe kwakira abahagarariye imiryango nkuko biteganywa muri RSA 151:28.
20. Umurwayi ntazangirwa kwakirwa ahakorerwa hashingiwe ko azishyura akoresheje Medicaid igihe hari umwanya ahakorerwa.
21. Hubahirijwe ibisabwa n'ibikorikizwa n'ubwishingizi bw'umurwayi, umurwayi yemerewe guhabwa serivisi n'umukozi uri mu rusobe rw'abemerewe n'ubwishingizi n'abatanga serivi si n'amavuriro yoherezwaho abarwayi bo muri urwo rusobe aba bakaba ntacyo babazwa kidafite impamvu ifatika hagendewe kuri RSA 420-J: 8, XIV.
22. Umurwayi ntagomba kwangirwa kwinjira, kwitabwaho cyangwa serivisi hashingiwe gusa ku kuba yarakingiwe cyangwa atarakingiwe.
23. Ubufasha Bugenerwa Umurwayi.
 - (a) Usibye uburenganzira buvugwa mu gika cya 18, umurwayi afite uburenganzira bwo kugena ushobora kubasura mu gihe barimo kwitabwaho yaba uwo bashakanye, abo mu muryango cyangwa umurezi we. Umurwayi utujuje imyaka y'ubukure ashobora kugira umubyeyi, umurera, cyangwa umuntu uhagarariye ababyeyi be mu gihe umurwayi utujuje imyaka y'ubukure arimo kwitabwaho.
 - (b) Ividasanzwe:
 - (1) Hatitawe ku gika (a), ikigo nderabuzima gishobora gushyiraho politiki yo gusura igabanya cyangwa ibuzura gusura abarwayi igihe:
 - (A) Kuba abashyitsi bahari byatuma adahabwa ubuvuzi hakurikijwe imyanzuro myiza y'inzobere mu buvuzi;
 - (B) Kuba hari abashyitsi byabangamira kwita ku barwayi cyangwa uburenganzira bwabo;
 - (C) Abashyitsi bishora mu myitwarire ibangamira, itera ubwoba cyangwa ihohotera umukozi, umurwayi cyangwa undi mushyitsi; cyangwa
 - (D) Abashyitsi bananiwe kubahiriza politiki y'ibitaro yanditse.
 - (2) Bisabwe, umurwayi cyangwa umuhagarariye, niba umurwayi adashoboye, bazahabwa impamvu yo kwangirwa cyangwa kwamburwa uburenganzira bwo kubona ibivugwa muri iki gika
 - (c) Ikigo nderabuzima gishobora gusaba abashyitsi kwambara ibikoresho birinda umuntu bitangwa n'ikigo, cyangwa byatanzwe n'umushyitsi kandi byemejwe n'ikigo. Ikigo nderabuzima gishobora gusaba abashyitsi kubahiriza gahunda ikurikizwa irebana n'umutekano n'amategeko agenga imyitwarire. Ikigo nderabuzima gishobora kwambura uburenganzira bwo gusurwa kubera kutubahiriza ibivugwa muri iki gika.

- (d) Nta kintu na kimwe muri iki gika kigomba gusobanurwa ngo gisabe ikigo nderabuzima ko cyemerera umushyitsi kwinjira mu cyumba babagiramo, icyumba cy'akato, ishami ry'akato, ahasuzumirwa imyitwarire mu kigo nderabuzima cyangwa ahandi hantu habujijwe, cyangwa kuguma ahantu mu gihe cyo gutanga ubufasha bwihutirwa muri ibihe bikomeye. Nta kintu na kimwe muri iki gika kigomba gusobanurwa ngo gisabe ikigo nderabuzima ko cyemerera umushyitsi kugera ahandi hatari ibyumba, ibice cyangwa uduce umurwayi ahererwamo ubuvuzi cyangwa ahataro mu bice rusange by'ikigo nderabuzima.
- (e) Uburenganzira buvugwa muri iki gika ntibushobora gukurwaho bya burundu, guhagarikwa, cyangwa kuvanwaho n'ikigo nderabuzima, ishami ry'ubuzima na serivisi zishinzwe abakozi, cyangwa ikigo icyo ari cyo cyose cya Leta, kabone nubwo byaba byatangajwe na guverineri cyangwa inteko ishingamye. Hashingiwe kuri RSA 151:2, nta kigo nderabuzima cyemewe kizasaba umurwayi kureka uburenganzira buvugwa muri iki gika.
- (f) Buri kigo nderabuzima cyemewe hashingiwe kuri RSA 151:2 kigomba kwerekana ku rubuga rwacyo:
- (1) Inyandiko zitanga amakuru zisobanura uburenganzira buvugwa muri iki gika;
 - (2) Urupapuro w'uburenganzira bw'abarwayi rukoreshwa ku kigo ku rubuga rw'ikigo; na
 - (3) Politiki yo gusura y'ibitaro isobanura uburenganzira n'inshingano bivugwa muri iki gika, hamwe n'ibitagomba kurengwaho byashyizweho kuri ubwo burenganzira na politiki yanditse y'ibitaro ku rubuga rw'ikigo.
- (g) Uretse igihe bisabwa n'amategeko cyangwa amabwiriza ya Leta, Minisiteri cyangwa ikindi kigo cya Leta ntibishobora kugira icyo bakora muri iki gika kirwanya ikigo nderabuzima kubera:
- (1) Guha umushyitsi ku giti cye ububasha bwo kugera ku mutungo uwo ari wo wose cyangwa ahantu hagenzurwa n'ikigo nderabuzima;
 - (2) Kunanirwa kurinda cyangwa kwizera neza umutekano cyangwa kugubwa neza k'umushyitsi wemerewe kugera ku mutungo uwo ari wo wose cyangwa ahantu hagenzurwa n'ikigo nderabuzima;
 - (3) Ibikorwa cyangwa iyamburwa ry'uburenganzira ku mushyitsi wese wemerewe kugera ku mutungo uwo ari wo wose cyangwa ahantu hagenzurwa n'ikigo nderabuzima.

Aho bituruka. 1981, 453:1, 1989, 43:1. 1990 18:1-6; 140:2XI. 1991, 365:10. 1992, 78:1. 1997, 108:6; 331:3-8. 1998, 199:2; 388:5, 6. 2001, 81, bishyirwa mubikorwa. Kanama. 18, 2001. 2009, 252:1, eff. 14, 2009. 2013, 265:3, bishyirwa mubikorwa. Mutaram 1, 2014

Igihe cyose ugize ikibazo, ikirego, cyangwa kutishimira urugero rwa servise wahawe, tugushishikarije kubigeza vuba ku ikipe ishinze kwita ku bantu.

Isano ry' abarwayi n' abakozi zibereyeho kuganira no guhindura ibirego cyangwa ibibazo uba ufite. Ibibazo byawe bizafatwa mu ibanga. Isano n' abarwayi ushobora kuribona kuri telephone kuwa mbere kugeza kuwa gatanu saa 8 z' manywe kugeza saa 4 za bimugoroba kuri (603)230-1902, TTY: (603) 228-7135, unyuze uri imeyili kuri ptrelations@crhc.org cyangwa mu nyandiko ku bitaro Concord Isano n' abarwayi, 250 Pleasant St., Concord, NH 03301.

Ibibazo bishobora no gushyikirizwa: **Leta ya New Hampshire**: Ishami ry'ubuzima n'imibereho myiza y'abaturage muri New Hampshire, Ibiro by'ubuyobozi bw'ibigo byita ku buzima, inyubako nkuru, 129 Pleasant Street, Concord, NH 03301, [\(603\) 271-9039](tel:6032719039) cyangwa hfa-licensing@dhhs.nh.gov;

Kwemerwa kw'ibitaro: DNV Healthcare USA Inc., Bigenewe: Healthcare Complaints (Serivisi yakira ibirego byerekeye serivisi z'ubuzima), 1400 Ravello Dogiteri Katy, TX 77449, urubuga rwa interineti: <https://www.dnvhealthcareportal.com/patient-complaint-report>, imeyili: hospitalcomplaint@dnv.com, [1-866-496-9647](tel:18664969647), cyangwa fagisi: [\(281\) 870-4818](tel:2818704818), **Abarwayi bafite**

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