

Patient's Rights

- (a) Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor;
- (b) Be treated with consideration, respect and dignity including privacy in treatment;
- (c) Be informed of the services available at the center;
- (d) Be informed of the provisions for off-hour emergency coverage;
- (e) Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
- (f) Receive an itemized copy of his/her account statement, upon request;
- (g) Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand;
- (h) Receive from his/her physician information necessary to give informed consent prior to the start of any non-emergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision;
- (i) Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
- (j) Refuse to participate in experimental research;
- (k) Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal;
- (l) Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health's Office of Health Systems Management;
- (m) Privacy and confidentiality of all information and records pertaining to the patient's treatment;
- (n) Approve or refuse the release or disclosure of the contents of his/her medical record to any healthcare practitioner and/or health-care facility except as required by law or third party payment contract; and
- (o) Access his/her medical pursuant to the provisions of section 18 of the Public Health Law, and Subpart 50-3 of this title.