

Patient's Rights

- (a) To receive services without regard to age, race, color, sexual orientation, gender expression, disability, religion, marital status, national origin, political beliefs, military status, pregnancy or number of pregnancies or sponsor;
- (b) Be treated with consideration, respect and dignity including privacy in treatment;
- (c) Be informed of the services available at the center and that there are no prerequisites to care. All services are voluntary, including Family Planning;
- (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. The center will investigate such complaints and provide 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 NY State Department of Health;
- (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;
- (o) Access to his/her medical record per Section 18 of the Public Health Law, and Subpart 50-3. For additional information link to: http://www.health.ny.gov/publications/1449/section_1.htm#access;
- (p) When applicable, make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as health care proxy, will, donor card, or other signed paper). The health care proxy is available from the center;
- (q) View a list of the health plans and the hospitals that the center participates with; and
- (r) Receive an estimate of the amount that you will be billed after services are rendered.