

Patients's Bill of Rights

As a patient in an ambulatory surgery center in New York State, you have the right consistent with law, to:

- (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 service;
- (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 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 actions;
- (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 finding 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's response, the patient may complain to the NYS 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 health care practitioner and/or health care facility except as required by law or third-party payment contract; and
- (o) access his/her medical record pursuant to the provisions of Section 18 of the Public Health Law, and Subpart 50-3 of this Title.