

PATIENT'S BILL OF RIGHTS and RESPONSIBILITIES

The New York State Department of Health requires medical facilities to establish policies regarding the rights of patients. Under the guidelines of the Department of Health, Mohawk Valley Endoscopy Center has developed the following Patient Bill of Rights, which are provided to each patient at the time their procedure is scheduled.

The patient's Bill of Rights, which is posted conspicuously in the Mohawk Valley Endoscopy Center facility, shall afford patients the right to:

- Understand and use these rights. If for any reason you do not understand or you need help, the facility **MUST** provide assistance.
- Receive treatment without discrimination as to race, color, sex, religion, disability, sexual orientation, source of payment or age
- Receive emergency care if you need it
- Be informed of the name and position of the doctor who will be in charge of your care while in the facility
- Know the names, position and function of any person providing health care services to the patient and refuse their treatment, examination or observation
- A non smoking room
- Receive complete information about your diagnosis, treatment and prognosis
- Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure and treatment
- Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care- A Guide for patients and Families"
- Refuse treatment and be told what effect this may have on your health
- Refuse to take part in research. In deciding whether or not to participate, you the right to a full explanation.
- Privacy while in the facility and confidentiality of all information and records regarding your care
- Participate in all decisions about your treatment and discharge from the facility. The facility must provide you with written discharge instruction
- Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay
- Receive an itemized bill and explanation of all charges

- Complain without fear of reprisals about the care and services you are receiving and to have the facility respond to you and if you request it, a written response. If you are not satisfied with the facilities response, you can complain to the New York State Health Department. The facility must provide you with the State Department of Health phone number.
- Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors
- Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy available from the facility.

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Patient Responsibilities

As providers of care, Mohawk Valley Endoscopy Center has the right to expect reasonable and responsible behavior on the part of the patients, families and friends. To this end, Mohawk Valley Endoscopy Center has adopted a list of basic responsibilities into a format entitled Patient Responsibilities. Copies will be available for all patients admitted to the facility. The responsibilities are:

- ***Provision of Information*** – a patient has the responsibility to provide to the best of his knowledge, accurate and complete information about present complaints, past illnesses, medications, a copy of any advance directives and other pertinent facts relating to his health status. A patient is responsible for making it known whether he clearly comprehends a contemplated course of action and what is expected of him.
- ***Compliance with Instructions*** – a patient is responsible for following the treatment plan recommended by his practitioner and for participating in his/her care. This may include following the instructions of nurses and allied health personnel. The patient is responsible for keeping appointments, and when he is able to do so, for notifying the responsible practitioner. The patient has a responsible adult stay in the Center while having their procedure as instructed, and ensures that they have a responsible adult available to drive them home. The patient is responsible for having a responsible adult with them for 24 hours after the procedure if directed by their physician.
- ***Transportation and Follow up*** -The patient has a responsibility to arrange for an adult to stay in the Center while having their procedure as instructed and to provide a responsible adult to transport him/her home and remain with him/her for 24 hours if required by the provider.
- ***Advance Directive***- The patient has a responsibility to inform the provider about any living will, medical power of attorney, health care proxy or other directive that could affect their care.
- ***Refusal of Treatment*** – The patient is responsible for his actions if he refuses treatment or does not follow instructions.
- ***Charges*** – The patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.
- ***Respect and Consideration*** – The patient is responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise and smoking. The patient is responsible for being respectful of the property of others and of the facility.

For additional information or to report a complaint, please contact:

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116 Business Park Drive
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315-624-7070

Centers for Medicare and Medicaid Services

Office of Health Systems Management
New York State Department of Health
217 South Salina St
Syracuse, NY 13202
315-477-8592 *or*
NYSDOH Complaint Hotline
1-800-804-5447

1-800-633-4227

www.CMS.gov

Office of the Medicare Beneficiary Ombudsman

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>