

# Patients' Bill of Rights for Diagnostic & Treatment Centers (Clinics)

**As a patient in a Clinic in New York State, you have the right, consistent with law, to:**

- (1) Receive services(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor;
- (2) Be treated with consideration, respect and dignity including privacy in treatment;
- (3) Be informed of the services available at the center;
- (4) Be informed of the provisions for off-hour emergency coverage;
- (5) Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
- (6) Receive an itemized copy of his/her account statement, upon request;
- (7) 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;
- (8) Receive from his/her physician information necessary to give informed consent prior to the start of any nonemergency 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;
- (9) Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
- (10) Refuse to participate in experimental research;
- (11) 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;
- (12) 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 Primary Health Systems Management;
- (13) Privacy and confidentiality of all information and records pertaining to the patient's treatment;
- (14) 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;
- (15) 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](http://www.health.ny.gov/publications/1449/section_1.htm#access)
- (16) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors; and
- (17) Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the center.



**Department  
of Health**

## PATIENT'S BILL OF RIGHTS and RESPONSIBILITIES

### 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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Centers for Medicare  
and Medicaid Services  
1-800-633-4227  
[www.CMS.gov](http://www.CMS.gov)

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

Office of the Medicare Beneficiary Ombudsman  
[http://www.medicare.gov/claims-and-appeals/  
medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)