



HILLSIDE SURGICARE

PATIENTS BILL OF RIGHTS

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

1. Understand and use these rights. Personnel within The Center will make all reasonable efforts to communicate with you in the language that is understandable to you.
2. To receive services regardless of age, race, color, sexual orientation, religion, marital status, gender, or nationality.
3. To receive considerate, respectful treatment in a safe and private environment
4. To be informed of the services available, payment policies, and on request an itemized copy of your account statement
5. To be informed of the provisions of off-hour emergency coverage.
6. To be provided with information concerning your complete diagnosis, treatment, and prognosis in terms that is reasonably understandable; and when it is medically inadvisable the information be given to your designated delegate.
7. To refuse treatment to the extent permitted by law and to be fully informed of the consequences of your action.
8. To refuse to participate in experimental research
9. To receive all the information needed regarding advanced directives
10. To receive from your physician information necessary to give informed consent prior to the start of any procedure/ treatment. Be fully informed concerning the specific procedure/ treatment, the reasonably foreseeable risk involved, and alternatives if any, necessary to make a knowledgeable decision
11. To 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. To a Non Smoking environment
13. To express complaints about the care provided and to have the center investigate such complaints. The center is responsible for providing you and/or your designee with a written response within thirty (30) days.
14. To file a complaint about the care you received you can contact (a) the ASC Administrator at **718-264-6869**
(b) You may complain to the New York State Department of Health at: **Phone 1-800-804-5447 or**

**New York State Department of Health
Centralized Hospital Intake Program
433 River Street, Suite 303
Troy, New York 12180-2299**

(c) The office of the Medicare Ombudsman at: <http://www.medicare.gov/ombudsman/resources.asp> :

15. To privacy and confidentiality of all information and records regarding your care
16. To approve or refuse the release or disclosure of the contents of your medical record to any health care practitioner and/or health care facility except as required by law or third-party payment contract.
17. To review your medical record without charge obtain copy of medical record for a reasonable fee
18. To expect that all health care professionals are qualified by education and experience and credentialed
19. To participate in decisions about your treatment and discharge. You must be provided with a discharge plan.

AS PATIENTS, YOU HAVE THE FOLLOWING RESPONSIBILITIES:

1. To provide the center with accurate medical information including allergies or sensitivities

2. To inform provider of change of current health status
3. To inform the center of all medications being taken including over-the-counter and herbal supplements
4. To provide a responsible adult to transport him/her home and remain with him/her for 24 hours if required.
5. To inform their healthcare provider about advanced directives
6. To ask all questions they may have regarding the treatment provided by the center.
7. To consent by free will to all medical treatments and/or procedures.
8. To inform the center if the medical procedures or instructions are not understood
9. To follow after-care instructions as recommended by the center
10. To contact their physician with post-treatment questions or concerns
11. To provide all necessary information regarding third-party payment sources.
12. To accept personal financial responsibility for charges not covered by his/her insurance
13. To observe the center's policies and procedures
14. To be respectful of all healthcare providers and staff as well as other patients
15. To keep appointments as scheduled or advise the center in a timely manner if unable to keep an appointment.