



## Patient Bill of Rights

As a patient of **Heritage One Day Surgery**, a diagnostic and treatment center in New York State, you have the right consistent with law: (If for any reason you do not understand or you need help, the center must provide assistance.)

1. Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, gender identity, national origin or sponsor.
2. Be treated with consideration, respect and dignity including privacy in treatment; to be free from all forms of abuse or harassment.
3. Be informed of the services available at the center.
4. Be informed of the provisions of off-hour emergency coverage.
5. Be informed of and receive an estimate of the charges for services, view a list of the health plans and the hospitals that the center participates with; eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost services.
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, person designated by the patient, or the legally authorized person can be reasonably expected to understand.
8. 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.
9. Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of your action.
10. Refuse to participate in experimental research.
11. If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
12. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.
13. Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York Department of Health without fear of reprisal.
14. Express complaints about the care and services provided or failed to be provided and to have the center investigate such complaints, without fear of reprisal. A patient may express their concern verbally to the Administrator at 315-362-2060 or in writing. The center is responsible for providing the patient or his/her designee with a written response within 30 days 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's response, the patient may make a complaint to the New York State Department of Health's Office of Health Systems Management at 1-800-804-5447 or contact the Office of the Medicare Beneficiary Ombudsman through the website [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)
15. To request in writing information about the credential of health care professionals.
16. To change your provider if other qualified providers are available.
17. Privacy and confidentiality of all information and records pertaining to the patient's treatment.
18. 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.
19. Access his/her medical record pursuant to the provisions of section 18 of the Public Health Law, and Subpart 50-3 of the Title. 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)
20. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors; and
21. When applicable, make known your wishes in regard to anatomical gifts. Persons 16 years or older may document their consent to donate organs, eyes and/or tissues, upon death by enrolling in the NYS Donate Life Registry or by documenting their authorization in writing on a donor card, other signed paper, or healthcare proxy. The healthcare proxy is available from the center.