

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 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;
- (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 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 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;
- (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;
- (16) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors;
- (17) When applicable, make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as health care proxy, will, donor card, or other signed paper). The health care proxy is available from the center;
- (18) View a list of the health plans and the hospitals that the center participates with; and
- (19) Receive an estimate of the amount that you will be billed after services are rendered.



**Department
of Health**

JEFFERSON COUNTY PUBLIC HEALTH SERVICE
DIAGNOSTIC AND TREATMENT CENTER
BILL OF RIGHTS

NEW YORK STATE DEPARTMENT OF HEALTH PATIENT'S BILL OF RIGHTS FOR DIAGNOSTIC & TREATMENT CENTERS (CLINICS) (FORM 1515) PROVIDED.

IF YOU HAVE QUESTIONS OR CONCERNS ABOUT THE CARE YOU ARE RECEIVING, JEFFERSON COUNTY PUBLIC HEALTH SERVICE WANTS TO KNOW. PLEASE CALL (315) 786-3730.

IF YOU ARE NOT SATISFIED WITH THE RESPONSE TO YOUR CONCERN, PLEASE CALL (315) 786-3710 AND ASK TO SPEAK WITH STEPHEN A. JENNINGS, PUBLIC HEALTH DIRECTOR.

If you are not satisfied with the response provided by the Public Health Director, you have a right to an appeals process with review by a member or committee of the governing authority within 30 days of receipt of the appeal and a right to a complaint investigation by the New York State Department of Health.

- To initiate a complaint about a hospital or a diagnostic and treatment center, you may call the toll-free number at 1-800-804-5447, or you may print and complete the Health Facility Compliant form (DOH-4299) and send it to:

New York State Department of Health
Centralized Hospital Intake Program
Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237

Or you can scan this QR code to submit a form electronically or download a form:



JEFFERSON COUNTY PUBLIC HEALTH SERVICE IS COMMITTED TO PROVIDING QUALITY SERVICE TO ALL RESIDENTS OF JEFFERSON COUNTY. YOUR SATISFACTION IS OUR GOAL.