

### **Patient Rights**

#### **As a patient of -Ulster Endoscopy Care- you have a right to:**

High quality care delivered in a safe, timely, efficient and cost-effective manner and the right to be assured that the expected results can be reasonably anticipated.

You have the right of dignity, respect and consideration of legitimate concerns. You have the right to be treated with privacy, respect and confidentiality with no fear of reprisal, abuse or harassment.

Be involved in all aspects of care. Informed consent, following a discussion of risks, benefits and alternatives, should be obtained. The patient has the right to information about the current diagnosis, treatment and prognosis. If it is not advisable to give such information to the patient for health reasons, the information should be available to a person designated by the patient or a legally authorized person.

Be advised of all reasonable options/alternatives for care and treatment and the potential advantages /disadvantages of each. Included in this should be a discussion of the advantages/disadvantages and alternatives to having the procedure performed in the office. The patient has the right to request and receive information about alternate sources of appropriate care.

You have the right to refuse any diagnostic procedure or treatment, and to be advised of the likely medical consequences of such refusal.

You have the right to know who will be delivering the care and the qualifications of such individuals. In the case of student personnel (including residents/fellows), the patient has the right to know the extent to which the student personnel will be involved.

You have the right to change the practitioner if other qualified practitioners are available.

Inspect and obtain a copy of his/her medical records. In addition, the patient has the right to expect a reasonable and timely transfer of information from one practitioner to another when required. Charges for copies of medical records should not exceed the charges provided for by Section 17 of the Public Health Laws.

You have the right to approve or refuse the release or disclosure of the content of his/her medical records to any health care practitioner and/or health care facility except as required by law or third party payment contract and they will have access to his/her medical records pursuant to the provisions of Section 18 of the Public Health Law, and Subpart 50-3 of this title.

You have the right to request and receive information concerning the bill for services regardless of the source of payment.

You have the right to refuse to participate in any research.

You have the right to voice grievances, regarding treatment or care that is (or fails to be) furnished, express complaints and recommend changes in policy and service to the Center's staff and the New York State Department of Health without fear or reprisal. The Center will be responsible for investigating such complaints. If requested the patient will receive a response in a timely fashion. The Center is also responsible for informing the patient that if he/she is not satisfied with the Center's response, they may complain to the New York State Department of Health Systems Management.

You have the right to know if any physician does not carry malpractice coverage.

You have the right to know about the expectations of the Center with regard to his/her behavior and the consequences of failure to comply with these expectations.

Thank-you