

Patient Rights

1. Understand and use these rights. If for any reason you do not understand or you need help, the practice MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, natural origin, disability, sexual orientation, source of payment, or age.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor/provider who will be in charge of your care.
6. Know the names, positions and functions of any healthcare staff involved in your care.
7. Receive complete information about your diagnosis, treatment and prognosis.
8. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
9. Refuse treatment and be told what effect this may have on your health.
10. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
11. Privacy and confidentiality of all information and records regarding your care.
12. Participate in all decisions about your treatment.
13. Review your medical record without charge. Obtain a copy of your medical record for which the practice can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
14. Receive an itemized bill and explanation of all charges.
15. Complain without fear of reprisals about the care and services you are receiving and to have the practice responds to you and if you request it, a written response. If you are not satisfied with the practice response, you can complain to the New York State Health Department. New York State Department of Health (NYSDOH) – Professional Medical Conduct 1-800-663-6114