

## *New York Patient Rights and Responsibilities in State Licensed Facilities*

At East Hills Surgery Center, we support your right to know about your health and illness, and your right to participate in decisions that affect your well-being. Our own statement of patients' rights, incorporating state and federal law, describes the Center's commitment to protecting your rights.

### ***Patient Rights***

1. You have the right to personal privacy and care in a safe setting free from all forms of abuse, harassment, discrimination, or reprisal.
2. You have the right to accurate and easily understood information about your health plan, treatment, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just do not understand something, help should be given so you can make informed health care decisions prior to your treatment or procedure.
3. You have the right to choose health care providers who can give you high-quality health care.
4. If you have severe pain, an injury, or sudden illness that makes you believe that your health is in serious danger, you have the right to be screened and stabilized using emergency services. You should be able to use these services whenever and wherever you need them, without needing to wait for authorization and without any financial penalty.
5. You have the right to know your treatment options and take part in decisions about your care. Parents, guardians family members, or surrogates that you select can represent you if you cannot make your own decisions according to state law. 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 to be exercised by the person appointed under state law to act on your behalf.
6. You have a right to considerate, respectful care from your doctors, health plan representatives, and other health care providers that does not discriminate against you.
7. You have the right to talk privately with health care providers and to have your health care information protected. You also have the right to read and copy your own medical record. You have the right to ask that your doctor change your record if it is not correct, relevant, or complete. Unless authorized by law, you have the right to approve or refuse record release.
8. You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, ASC or other health care personnel without fear of reprisal. This includes complaints about waiting times, operating hours, the actions of health care personnel, and the adequacy (or lack of) of treatment or care. A response will be provided within 30 days.
9. Contact information if you feel as if any Rights were violated is as follows: Office of Medicare Beneficiary Ombudsman Website: <http://www.cms.hhs.gov/ombudsman/resources.asp> Or Contact Medicare at 1-800-MEDICARE Or New York State Dept of Health 1-800-804-5447
10. You have the right to submit a grievance either verbally or in writing to: Administrator of the Surgical Center 2200 Northern Blvd, Suite D, Greenvale, New York 11548 (516)243-8521. The patient advocate (Administrator) can be reached at (516)243-8521.





# ***Patient Responsibilities***

1. You have the responsibility to provide to the best of your knowledge, accurate and complete health information.
2. You are responsible to participate in your plan of care & provide an Advanced Directive if you have one.
3. You are responsible for following the treatment plan recommended.
4. You are responsible for making known whether or not you clearly understand the medical treatment plan.
5. You must have a responsible adult to provide you transportation and assist with your care for the first 24 hours post op.
6. Assuring that the financial obligations of your health care are fulfilled as expediently as possible.
7. Your conduct will be respectful and non-disruptive of all health care providers and staff, as well as other patients and families.

The rights and responsibilities outline the basic concepts of service here at the East Hills Surgery Center. If you believe, at any time, that our staff has not met one or more of the above statements during your care here, please ask to speak to the Medical Director or Administrator.

## ***Please Notify:***

### ***Administrator***

***P: 516-243-8521***

### ***Medical Director***

***P: 516-243-8521***

### ***Business Office Managers***

***P: 516-243-8521***

