

Patient's Bill of Rights

The New York State Department of Health requires medical facilities to establish policies regarding the rights of patients. Under the guidelines of the Department of Health, the Cataract Center for the Adirondacks Center has developed a Patient's Bill of Rights.

A copy of the Patient's Bill of Rights are provided to each patient or patient's representative upon arrival to the surgery center and documented on sign in form.

The Patient's Bill of Rights, which is posted conspicuously in the Cataract Center for the Adirondacks, shall afford patients the right to:

- Considerate and respectful care.
- The name of the physician responsible for coordinating his care.
- The name and function of any person providing health care services to the patient.
- Obtain from their physician and medical staff (as needed) complete current information and patient education concerning their diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information shall be made available to an appropriate person on his behalf.
- Receive from the physician information necessary to give informed consent prior to the start of any procedure or treatment including the specific procedure or treatment, products that are recommended for the patient, the medically significant risks involved and the probable duration of incapacitation, if any. The patient shall be advised of medically significant alternatives for care or treatment, if any.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
- Consult another physician as desired.
- Privacy to the extent consistent which providing appropriate medical care to the patient. This shall not preclude discreet discussion of the patient's case. The patient shall be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own sex present during a physical examination, treatment or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is necessary.
- Privacy and confidentiality of all records pertaining to the patient's treatment, except as otherwise provided by law or third-party payment contract.
- A reasonable response by the facility's staff to the patient's request for service customarily rendered and in accord with the patient's treatment.
- Expect reasonable safety insofar as the facility practices and environment are concerned.
- Be provided instructions by his physician or delegate for continuing care after discharge from the facility.
- Refuse to participate in research or experimentation.
- Examine and receive an explanation of his bill.
- Know the facility rules and regulations that apply to his conduct as a patient.
- To have access to people outside the facility, by means of visitors and by verbal and written communication.
- Treatment without discrimination as to race, color, religion, sex, national origin or source of payment.
- Voice complaints and recommend changes in policies and services to the facility's staff, the governing authority and the New York State Department of Health at 1-800-804-5447, without fear of reprisal or contact the Medicare Ombudsman at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- Medicare beneficiaries may express any concern about the quality of their medical services and those written concerns will be forwarded to the Empire State Medical, Scientific and Educational Foundation as appropriate.
- An interpreter to assist as necessary, when there is a communication barrier.
- Receive emergency medical care, as indicated by your medical condition upon arrival at a hospital for the purpose of obtaining emergency medical treatment.