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Patient Bill of Rights

1. The patient has the 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.
2. The patient has the right to access medically indicated treatment and available accommodations, regardless of age, race, creed, gender, sexual orientation, marital status, national origin, disability, or source of payment for care.
3. The patient has the right to dignity, respect and consideration of legitimate concerns.
4. The patient has the right to privacy and confidentiality.
5. Patients are involved in all aspects of care. Informed consent, following a discussion of risk, 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.
6. The patient has the right to 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.
7. The patient has the right to refuse any diagnostic procedure or treatment, and to be advised of the likely medical consequences of such refusal.
8. The patient has the right to education to address his or her needs. The educational process should consider the patient's values, abilities, readiness to learn and family responsibilities in the care process.
9. The patient has the right to know who will be delivering the care and the qualifications of such individuals. In the case of student personnel (including residents/fellow), the patient has the right to know the extent to which the student personnel will be involved.
10. The patient has the right to change the practitioner if other qualified practitioners are available.
11. The patient has the right to inspect and obtain a copy of his or 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 Law.
12. The patient has the right to request and receive information concerning the bill for the services regardless of the source of payment.
13. The patient has the right to request and receive information about alternate sources of appropriate care.
14. The patient has the right to know about the expectations of the office-based practice with regard to his or her behavior and the consequences of failure to comply with these expectations.
15. The patient has the right to express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.
17. The patient has a right to voice complaints about the office or the care it provides.