

# ***NORTH SHORE SURGI-CENTER***

## **Patients' Bill of Rights**

**As a patient at the North Shore Surgi-Center in New York State, you have the right, consistent with law to:**

1. Understand and use these rights. If for any reason you do not understand or you need help, the Surgi-Center MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
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 who will be in charge of your care while at the Surgi-Center.
6. Know the names, positions, and functions of any Surgi-Center staff involved in your care and refuse their treatment, examination or observation.
7. A no smoking facility.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. 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.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so.
11. Refuse treatment and be told what effect this may have on your health.
12. Refuse treatment by a healthcare provider and the right to request care by a different provider.
13. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
14. Privacy while in the Surgi-Center and confidentiality of all information and records regarding your care.
15. Participate in all decisions about your treatment and discharge from the Surgi-Center. The Surgi-Center must provide you with a written discharge plan and upon request, a written description of how you can appeal your discharge.

16. Review your medical record without charge. Obtain a copy of your medical record for which the Surgi-Center can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
17. Receive an itemized bill and explanation of all charges.
18. Complain without fear of reprisals about the care and services you are receiving and to have the Surgi-Center respond to you and if you request it, a written response. If you are not satisfied with the Surgi-Center's response, you may make a formal complaint to the Administrator, Michael Guarino, 989 W. Jericho Turnpike, Smithtown, NY 11787, 631-864-7100. You may also file a complaint with the New York State Health Department by calling their toll free number 1-800-804-5447 or in writing to:  
*NYS Department of Health, Metropolitan Area Regional Office,  
Court House Corporate Center, 320 Carlton Avenue, Suite 5000  
- 5th Floor, Central Islip, NY 11722  
Phone: (631) 851-4300.*  
Additionally, you may contact the Office of the Medicare Beneficiary Ombudsman @ [www.cms.gov/center/ombudsman.asp](http://www.cms.gov/center/ombudsman.asp) or @ 1-800-MEDICARE (1-800-633-4227)
19. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
20. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the Surgi-Center.

### **For Assistance/Help**

The Independent Professional Review Agent (IPRA) for your area and your insurance coverage is to be provided by the Surgi-Center.

Patients are provided with a notice of their rights regarding admission and discharge. This applies to Medicare patients, Surgi-Center Admission Notice for Medicare Patients, and all other patients.

An important message regarding your rights as a Surgi-Center patient Public Health Law (PHL) 2803 (1)(g) Discharge Review, 10NYCRR, 405.9 (b) (14) (i) and 405.9 (b) (14) (ii):

Patients (or appointed personal representatives) are provided with a written discharge notice and a copy of a discharge plan. Patients (or their representatives) must be given the opportunity to sign the documents and receive a copy of the signed documents. 10NYCRR, 405.9 (g) (1) and 405.9 (g) (3) (i)