

# PATIENT'S BILL OF RIGHTS

Open Door Family Medical Center is committed to providing you with the best available health care as efficiently as possible. You have certain rights in your relationship with health center personnel that are consistent with the laws of New York State.

As a patient, you have the right to:

- Understand and exercise these rights. If for any reason you need help to understand or exercise these rights, the Center **MUST** provide assistance, including an interpreter when necessary.
- Receive services without regard to age, race, color, religion, sex, national origin, disability, marital status, sexual orientation, gender identity, sponsor or source of payment.
- Receive considerate and respectful care in a clean, safe and smoke free environment.
- Be informed of the name of the provider in charge of your care at the Center. Be informed of the name and position of any other staff involved in your care and be able to refuse their involvement in your treatment.
- Receive complete information from the medical provider about your diagnosis and treatment, including an assessment of pain. Be informed about the need and understand the reason for any referral to another facility.
- Receive all the information needed to give informed consent for any proposed non-emergent procedure or treatment. This shall include information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, in a manner permitting the patient to make a knowledgeable decision.
- Refuse treatment and be told what effect this may have on your health.
- Refuse to take part in any research. In deciding whether or not to participate, you have the right to a full explanation.
- Privacy in the Center and confidentiality of all information and records regarding your care.
- Participate in all decisions about your care.
- Access your medical record without charge and review the contents with your provider. Obtain a copy of your medical records, for which the Center may charge a reasonable fee; however, you cannot be denied a copy solely because you cannot afford to pay.
- Receive an itemized bill and explanation of all charges. View a list of the health plans and the hospitals that the center participates with; eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care.
- Complain without fear of reprisals about the care and services you are receiving and be given a written response if requested. If not satisfied with the response, you can complain to the New York State Department of Health, Office of Health Systems Management at 800-804-5447.
- Be informed of the services available at the Center.
- Know the provisions for after hours care through the Center (914-632-2737).
- Authorize or refuse to allow the disclosure of the contents of your medical record to any health care physician or health facility except as required by law or third party payment contract.
- Make known your wishes regarding Advanced Directives and anatomical gifts. You may document your wishes in your health care proxy, available at the Center. If an emergency arises while at Open Door, the staff will call "911" and arrange transport to a hospital. If we have your Advanced Directives, we will forward them to the receiving hospital.
- Be informed about the Center's rules and regulations regarding patient conduct at the Center.
- Be informed about how to report professional misconduct:  
<https://www.health.ny.gov/professionals/doctors/conduct>