



Patients' Rights and Responsibilities



Preamble

The New York City Health and Hospitals Corporation hereby guarantees to all patients the right to quality health care in an atmosphere of human dignity without regard to the following: age, ethnic or national origin, sex, or sexual orientation, gender identity, physical disability, religion, ability to pay or ultimate source of payment. This guarantee is underscored by the patient's Bill of Rights set forth herein.

The ensuing Patient's Bill of Rights is designed to establish an equal and effective partnership between doctors, health workers and patients, which will enable each municipal institution to promote and protect the best health care possible for its patients in the fullest sense — to achieve total physical, mental and social well-being for each patient.

The Corporation reinforces these inalienable rights by directing that upon admission for treatment as an inpatient, outpatient or emergency room patient, that grievance mechanisms be established immediately at each municipal facility and that such mechanisms be made available to all — equally and fully.

When You Need Us To Listen

We want you to feel comfortable and secure during your stay with us. Our staff is here to assist you with any concerns that you may have. We offer services that go beyond your medical care. Clergy of various faiths are available to serve you. Our social workers will assist you or your family with problems and, if needed, provide referrals to other agencies for support services. They also will assist you with problems that might arise when you are ready to leave.

During your stay, our patient representative will speak to you about your rights and responsibilities as a patient in our hospital. Working with the hospital departments, the patient representative will see that you receive the best possible care.

Since your privacy is important, we will not release any information without your written permission. Your medical care and records are completely confidential.

We hope this information contributes to your satisfaction as our patient. As New York City's family doctor, The New York City Health and Hospitals Corporation is looking for ways to make your stay with us a pleasant one. Should you wish to register a complaint, speak to a patient representative. One is available in the Office of Guest Relations. Of course all discussions are private.

To file a Complaint or Compliment, please call the Guest Relations Dept. (212) 939-1790 or come to ROOM 2103

To reach the Ethics Committee, you may call (212) 939-1423

Office of Quality Monitoring The Joint Commission One Renaissance Blvd. Oakbrook Terrace, IL 60181 complaint@jointcommission.org (800) 994-6610 Fax: (630) 792-5636

Complaints may also be referred to the offices listed below:

New York State Department of Health Centralized Hospital Intake Program Hospital Complaint Unit 433 River Street, 6th Floor Troy, N.Y. 12180 Telephone: 1-800-804-5447

New York City Office of the Public Advocate Municipal Building One Centre Street, 15th New York, N.Y. 10007 Telephone: 212-669-7250

As a patient in a hospital 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 hospital must provide assistance, including an interpreter.
- 2 Receive treatment without discrimination as to age, 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 in the hospital.
- 6 Know the names, positions, and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- 7 A no smoking room.
- 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. If you would like additional information, please ask for a copy of the pamphlet. - DO NOT RESUSCITATE ORDERS - A Guide For Patients and Families.

- 11 Refuse treatment and be told what effect this may have on your health.
- 12 Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- 13 Privacy while in the hospital and confidentiality of all information and records regarding your care.
- 14 Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
- 15 Review your medical record without charge and obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
- 16 Receive an itemized bill and explanation of all charges.
- 17 Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the Health Department telephone number.
- 18 Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- 19 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 this hospital.

Your responsibilities are:

- 1 To provide to the best of your knowledge:
 - a) Accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
 - b) To report unexpected changes in your condition to the responsible provider.
 - c) To make it known whether you clearly understand an intended course of action and what is expected of you.
- 2 To follow the treatment plan recommended by the provider primarily responsible for your care. This may include the following: the instructions of nurses and other health personnel as they carry out the coordinated plan of care and provider's orders and as they enforce the hospital rules and regulations.
- 3 To keep appointments. When you are unable to do so for any reason, it is your responsibility to notify the provider in charge or the hospital.
- 4 If you refuse treatment or do not follow the provider's instructions, you will be responsible for the results of your actions.
- 5 To settle all bills promptly by providing the necessary information and asking for assistance concerning manner of payment.
- 6 To follow hospital rules and regulations affecting your care and conduct.
- 7 To be considerate of the rights of other patients and hospital personnel, to assist in the control of noise, smoking and the number of visitors.
- 8 To be respectful of the property of other persons and of the hospital's.

Thank you for being considerate of your fellow patients and hospital personnel.

HARLEM HOSPITAL CENTER
Member New York City Health and Hospitals Corporation
Generations + Health Network

Revised Business Forms 1-800-469-9504

Public Health Law 2802
Section 466.7
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