



Patient Rights and Responsibilities

The patient has the right to exercise their rights without being subjected to discrimination or reprisal and receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, gender, national origin or sponsor. The patient has the right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse. The patient has the right to exercise their rights without being subjected to discrimination or reprisal.

- If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

Respect

- Patients are treated with respect, consideration and dignity for both property and person.
- The organization respects the patient's cultural and personal values, beliefs, and preferences.
- The organization respects the patient's right to pain management.
- The patient's rights will be protected and respected during research, investigation and clinical trials.

Communication

- The organization respects the patient's right to and need for effective communication.

Dignity/Privacy

- Patients are provided appropriate respect for privacy and confidentiality including all information and records pertaining to their treatment.
- The organization treats the patient in a dignified and respectful manner that supports their dignity.
- Authorized family members and other adults will be given priority to visit consistent with your ability to receive visitors and center policy.

Consideration and Safety

Patient has the right to:

- Receive care in a safe setting.
- Be free from all forms of abuse and harassment.
- Refuse to participate in experimental research or refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her actions.
- Refuse care, treatment, or services, in accordance with law and regulation.
- Actively participate in decisions about his/her care.
- Make known their wishes in regards to anatomical gifts on their health care proxy form.
- Be informed of their right to change their provider if other qualified providers are available.
- Be given the opportunity to participate in decisions involving their care, except when such participation is contraindicated for medical reasons.
- Involve their family in their care, treatment, or services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- Have honored their right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care.

Confidentiality

- Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law or third party payment contract.

Information

This organization has the responsibility to:

- Allow the patient to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.

- Provide to the patient, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis before the treatment or procedure tailored to the patient's age, language, and ability to understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Provide interpreting and translation services, as necessary.
- Communicate with the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
- Disclose information regarding patient conduct, responsibilities and participation.
- Disclose physician financial interests or ownership in the Center.
- Disclose services available at the organization.
- Explain provisions for after-hours and emergency care.
- Disclose fees for services, eligibility for third party reimbursement and, when applicable, the availability of free or reduced cost care and receive an itemized copy of his/her account statement, upon request.
- Disclose payment policies.
- Provide information regarding advance directives, as required by state or federal law and regulations and if requested, official State advance directive forms.
- Document in a prominent part of the patient's current medical record, whether or not the individual had executed an advance directive.
- Provide the credentials of health care professionals.
- Inform patients of their rights prior to the procedure in a manner in which the patient or the patient's representative understands. The center must protect and promote the exercise of such rights.
- Not mislead patients through marketing or advertising regarding the competence and capabilities of the organization.
- Provide patients with appropriate information regarding the absence of malpractice insurance coverage, if applicable.
- Inform the patient or surrogate decision maker about unanticipated outcomes of care, treatment, or services that relate to sentinel events considered by The Joint Commission.
- Accurately reflect representation of accreditation to the public.
- Honor patients right to access his/her medical record pursuant to the provisions of section 18 of the Public Health Law, and Subpart 50-3 of this Title.
- Provide from their physician information necessary to give informed consent prior to the start of any nonemergency procedure or treatment or both. An informed consent shall include, as a minimum, the provision of information concerning the specific procedure or treatment or both, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision. A patient has the right to give or withhold informed consent
- Inform patients about procedures for expressing suggestions, complaints and grievances regarding treatment or care that is (or fails to be) furnished, including those required by state and federal regulations.

Complaints should be registered by contacting the center and/or patient advocate through the State Department of Health or Medicare. The center will respond in writing with notice of how the grievance has been addressed within 30 days.

Administrator

Liberty Endoscopy Center
 156 William Street, 4th Floor
 New York NY 10038
 Phone 646-215-2244
 Fax. 646-215-2245

Medicare Beneficiary Ombudsman

1-800-MEDICARE
 1-800-633-4227

<https://www.medicare.gov/claims-appeals/how-to-file-a-complaint-grievance>

New York State Department of Health Centralized Hospital Intake Program

Mailstop: CA/DCS

Empire State Plaza, Albany, NY 12237

Complaints Hotline Number: 1-800-804-5447

www.health.ny.gov/facilities/hospital/complaint/complaint_form.htm

For concerns about patient safety and quality of care that you feel have not been addressed appropriately by the center Administrator, you can also contact:

The Joint Commission at:

Fax: 630-792-5636

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

<https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>

The patient has the responsibility to do the following:

- The patient is encouraged to ask any and all questions of the physician and staff in order that they may have a full knowledge of the procedure and aftercare.
- Follow the treatment plan prescribed by their provider and participate in their care.
- Provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Provide the organization with information about their expectations of and satisfaction with the organization.
- Provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- Inform their provider about any living will, medical power of attorney, or other directive that could affect their care.
- Accept personal financial responsibility for any charges not covered by their insurance.
- Be respectful of all the health care providers and staff, as well as the other patients.

Advance Directives

In accordance with NY State Public Health Law 2980-2994, we must inform you of the center policy on Advance Directives. Advance directives include but are not limited to a **health care proxy**, consent to a **do-not-resuscitate (DNR) order** recorded in your medical record and a **living will**.

Due to the fact that Liberty Endoscopy Center is an Ambulatory Surgery Center for the purpose of performing elective procedures in a safe and uncomplicated manner, patients are expected to have an excellent outcome. If a patient should have a complication, the center staff will always attempt to resuscitate the patient and transfer that patient to a hospital in the event of deterioration.

If a patient should provide his/her Directive, a copy will be placed on the patient's medical record and transferred with the patient, should a hospital transfer be ordered by his/her physician. In order to assure that the community is served by this center, information concerning advance directives/Healthcare proxy and DNR orders is available at the center and:

Information on Advance Directives

New York Advance Directive Planning for Important Healthcare Decisions

Caring Info 1731 King Street, Suite 100 Alexandria VA 22314

Help Line: 800.658.8898

Multilingual Line: 877.658.8896

Email: caringinfo@nhpco.org

Website: www.caringinfo.org

Physician Participation

This is to inform you that your physician may have ownership in this center:

Valerie Antoine-Gustave, MD, Peter J. Baiocco, MD, Jennifer L. Bonheur, MD, Anthony S. Borcich, MD, Deborah Y. Chua, MD, Alexander Chun, MD, Veronika Dubrovskaya, MD, Julie A. Foont, MD, Michael P. Glick, MD, Albert M. Harary, MD, Makoto Iwahara, MD, Neal Joseph, MD, Peter S. Kim, MD, Michael P. Krumholz, MD, Carl J. McDougall, MD, Yasmin Metz, MD, Eric H. Morgenstern, MD, Paulo A. Pacheco, MD, David H. Robbins, MD, Mylan R. Satchi, MD, Jonathan I. Warman, MD, Ilan S. Weisberg, MD, Martin J. Wolff, MD, Jusuf Zlatanovic, MD.