

## Patients' Bill of Rights

*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 race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
3. Receive considerate and respectful care in a clean, 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. 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 the hospital.

## Patients' Responsibilities

*When you are a patient at Beth Israel Medical Center, it is your responsibility to:*

1. Provide accurate and complete information about your past illnesses, hospitalizations, medications, and other matters related to your health and provide, upon admission, a copy of your Health Care Proxy or other Advance Directives, if you have one.
2. Inform your health care team if you want your family involved in making treatment decisions.
3. Tell your doctor or nurse if you do not understand your treatment plan and ask questions if you don't understand any of the information, instructions or teaching that has been provided.
4. Inform your doctor or nurse if there is a change in your condition or if problems arise during your treatment.
5. Make sure you understand and agree with the treatment plan recommended by your doctor and follow it both as an inpatient and as an outpatient.
6. You are responsible for the consequences and outcomes if you do not follow the care, service or treatment plan.
7. Provide accurate information related to insurance or other sources of payment. Patients are responsible for assuring payment of their bills, and you may be responsible for charges not covered by your insurance.
8. Understand that it may become necessary to transfer you to another bed. We apologize for any inconvenience this may cause.
9. Be courteous and considerate of other patients and of hospital staff and be respectful of hospital property.
10. Follow the hospital's rules and regulations concerning patient care and conduct, help to control noise and disturbance and follow the no smoking policies.
11. Observe our visiting hours, inform your visitors of our policy, and ensure their appropriate conduct. Two visitors at a time are permitted at your bedside.
12. Comply with the 10 am check-out time on your discharge day.

The Patient's Bill of Rights was drawn up as a means of achieving better communication between the patient and hospital staff. If you have any questions regarding your rights and/or responsibilities at Beth Israel, or if you need help resolving a problem, please call the Beth Israel Medical Center Patient Representative Office at (212) 420-3818 for Petrie, and (718) 951-3005 for Kings Highway. You may also call the New York State Department of Health at 1-800-804-5447 or the Joint Commission on the Accreditation of Healthcare Organizations at (800) 994-6610. Public Health Law (PHL) 2803 (l) (g) Patients' Rights, 10NYCRR, 405.7, 405.7 (a) (l), 405.7 (a) (2)