Patient’s Bill of Rights

The staff of professional and lay personnel at Stony Brook University Hospital recognizes that while you are a patient here you have a 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, or age.

(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 “Deciding About Health Care – 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 State 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
Patient Responsibilities

In addition to rights, as a patient you also have responsibilities to:

1. Provide to the best of your knowledge, accurate and complete information about past illness, hospitalization, medications, and other matters relating to your health.
2. Provide upon admission to the hospital a copy of your Health Care Proxy, if you have one.
3. Cooperate with all health care personnel caring for you, and ask questions if you do not understand any directions or information given to you.
4. Be considerate of other patients, and see that your visitors are considerate as well. Be mindful that an abundance of visitors or excessive noise may be annoying to other patients.
5. Keep appointments or call the appointment area or hospital when you cannot keep an appointment.
6. Be respectful of other people and their property, and of hospital property.
7. Abide by hospital rules, and regulations and see that your visitors do likewise.
8. Take reasonable measures to protect your personal belongings and to cooperate with hospital personnel in providing such protection.
9. Help your doctors, nurses, and others who provide your care by following instructions.
10. Follow the treatment plan recommended by your doctor and notify him or her of any changes after you leave the hospital.
11. Be responsible for your actions if you refuse treatment or do not follow instructions.
12. Be prompt in your payment of hospital bills by providing the information necessary for insurance processing and asking questions you may have concerning the bill.

The Patient’s Bill of Rights was drawn up as a means of achieving better communication between the patient and the healthcare team. If you have any questions regarding your rights and/or responsibilities at Stony Brook Medicine, or if you need help resolving a problem, please call the Stony Brook Medicine Department of Patient Advocacy. The Patient Advocate is here to help answer your questions about your hospitalization and provide a channel through which you can voice your concerns or problems.

Patient Advocacy
Stony Brook University Hospital
Level 5, Room 540
Tel: (631) 444-2880
Monday to Friday, 8:00 am to 4:30 pm*

You may also call the New York State Department of Health at 1-800-804-5447 or the Joint Commission at (800) 994-6610 or via email at complaint@jointcommission.org.

*On weekends, holidays, or after business hours, please ask the operator for assistance.