

PATIENTS' BILL OF RIGHTS IN A HOSPITAL

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, gender identity, national origin, disability, sexual orientation, age 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) Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
- (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 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) View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
- (18) Challenge an unexpected bill through the Independent Dispute Resolution process.
- (19) 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.
- (20) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- (21) Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.

Public Health Law(PHL)2803 (1)(g)Patient's Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c)

Stony Brook University Hospital Patients' Responsibilities

In addition to rights, as a patient or a visitor you also have responsibilities to help ensure a safe environment:

- 1) Provide to the best of your knowledge any information about your health history and a copy of your Health Care Proxy.
- 2) Be open with all health care personnel caring for you, and ask questions if you do not understand any directions or information given to you.
- 3) Be mindful that an abundance of visitors or excessive noise may be upsetting to other patients or visitors. We request a maximum of 2 visitors at the bedside to maintain a healing environment.
- 4) Support mutual consideration and respect by maintaining civil language and conduct in interactions with the hospital staff. Abusive or disrespectful behavior may result in your dismissal from Stony Brook Medicine care.
- 5) Smoking is not permitted in any Stony Brook Medicine property, buildings or parking lots/garage.
- 6) Stony Brook Medicine reserves the right to search patient rooms and belongings for illegal substances if illegal activity is suspected. Do not take drugs except those given to you by the Stony Brook Medicine staff. Do not consume alcoholic beverages or toxic substances.
- 7) Do not take pictures, videos or otherwise make any recordings on Stony Brook Medicine property of the hospital staff, patients, and visitors.
- 8) Protect your personal belongings, as you are responsible for any items that you keep in your possession.
- 9) 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 Patients' Bill of Rights were 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 that can't be addressed by your healthcare team, please call the Department of Patient Advocacy. The Patient Advocate is here to help answer your questions about your hospitalization and assist in facilitating communication with your healthcare team.

Patient Advocacy
Stony Brook University Hospital
Level 5, Room 540
Tel: (631) 444-2880

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