

Patient Bill of Rights

As a patient of Mosaic Health, you have the right, consistent with law, to:

- a. Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, gender identity, national origin or sponsor;
- b. Be treated with consideration, respect and dignity including privacy in treatment;
- c. Be informed of the services available at the center;
- d. Be informed of the provisions for off-hour emergency coverage;
- e. Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
- f. Receive an itemized copy of his/her account statement, upon request;
- g. Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand;
- h. Receive from his/her 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;
- i. Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
- j. Refuse to participate in experimental research;
- k. Voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal;
- l. Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the New York State Department of Health;
- m. Privacy and confidentiality of all information and records pertaining to the patient's treatment;
- n. Approve or refuse the release or disclosure of the contents of his/her medical record to any health-care practitioner and/or health-care facility except as required by law or third-party payment contract;
- o. Access to his/her medical record per Section 18 of the Public Health Law, and Subpart 50-3.
- p. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors;
- q. When applicable, 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 health care proxy, will, donor card, or other signed paper). The health care proxy is available from the center;
- r. View a list of the health plans and the hospitals that the center participates with; and
- s. Receive an estimate of the amount that you will be billed after services are rendered.