SUNY Downstate Medical Center

University Physicians of Brooklyn, Inc.
450 Clarkson Avenue, MSC #80
Brooklyn, NY 11203
Phone (718) 270-8105

University Physicians Brooklyn, Inc.

PATIENT'S BILL OF RIGHTS

1. The patient has the right to privacy, confidentiality, respect and dignity provided by competent personnel.
2. The patient has the right to have his/her cultural, psychosocial, spiritual and personal values, beliefs, and preferences respected.
3. The patient has the right, upon request, to receive adequate information about the person(s) responsible for the delivery of his/her care, treatment and services.
4. The patient will be given information about the following: the licensed independent practitioner(s) responsible for the procedure; the licensed independent practitioner or staff member primarily responsible for the sedation and anesthesia; others authorizing or performing procedures and treatment.
5. The patient has the right, upon request, to be given the name of his/her attending practitioners, the names of all other practitioners directly participating in his/her care, and the names and functions of other healthcare persons having direct contact with the patient.
6. The patient has the right, upon request, to be given the credentials of all healthcare professionals involved in his/her care.
7. The patient has the right to be involved in decisions about care, treatment and services provided.
8. The patient has the right to consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination, treatment and medical records are considered confidential and will be handled discreetly.
9. The patient has the right to confidential disclosures and records of his/her medical care except as otherwise provided by law or third party contractual arrangement.
10. The patient has the right to participate in decisions involving his/her health care except when such participation is contraindicated for medical reasons.
11. The patient has the right to know what office-based endoscopy rules and regulations apply to his/her conduct as a patient.
12. Patients and, when appropriate, their families will be informed about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.
13. The patient has the right to refuse informed consent. No further needs and preferences, compliance with state law and regulation, patient education, nor medical treatment will continue if the patient refuses informed consent.
14. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
15. The patient has the right to high quality care delivered in a safe, timely, efficient and cost-effective manner, and the right to be assured that the expected results can be reasonably anticipated.
16. The patient has the right to full information, in layman's terms, concerning diagnosis, evaluation, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information will be given on their behalf to the person designated by the patient or to a legally authorized person.

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17. The patient has the right to give informed consent prior to participation in a medical care research program or donor program. If the patient is unable to give consent, a legally authorized person has the right to be advised when a practitioner is considering the patient as part of a program. The patient or responsible person has the right to refuse to continue in a program in which they have previously given informed consent.
18. The patient has the right to refuse care, treatment and services in accordance with law and regulation. A practitioner shall inform the patient of the medical consequences of the patient's refusal of the care, treatment and services.
19. The patient has the right to refuse participation in experimental research.
20. The patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
21. The patient who does not speak English has the right to have access, where possible, to an interpreter.
22. The patient who has vision needs, such as blindness, will have all documents read to them in full detail in the presence of a witness.
23. The patient who has a speech and/or hearing problem has the right to have access, where possible, to a computer/voice box/Telecommunications Device for the Deaf system.
24. The patient with cognitive impairments will have a member of the family or a designee in his/her presence at all times to help with instruction for every step of his/her treatment and care.
25. The patient has the right to expect the practice to provide his/her or other designee, upon request, access to the information contained in his/her medical record, unless the attending practitioner for medical reasons specifically restricts access. In addition, the patient has the right to expect a reasonable and timely transfer of information from one practitioner to another when required.
26. The patient has the right to expect good management techniques to be implemented within the practice. These techniques shall make use of time for the patient and avoid personal discomfort of the patient.
27. The patient has the right to be transferred to an acute care facility if there are complications or an emergency occurs.
28. The patient has the right to examine and receive a detailed explanation of his/her bill for services regardless of the source of payment.
29. The patient has the right inquire about the cost of a procedure.
30. The patient has the right to expect that the practice will provide information for continuing healthcare requirements following discharge and the means for meeting them.
31. The patient has the right to change primary or specialty physician if another qualified physician is available.
32. The patient has the right to be provided with appropriate information regarding the absence of malpractice insurance coverage.

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33. The patient has the right to be informed of his/her rights at the time of admission.
34. The patient has the right to review the credentials of the professionals providing his/her care.
35. The patient has the right to receive relief from pain.
36. The patient has the right to be advised of all reasonable options/alternatives for care and treatment and the potential advantages/disadvantages of each. Included in this should be a discussion of the advantages/disadvantages and alternatives to having the procedure performed in the office.
37. The patient has the right to education to address his/her needs. The educational process should take into consideration the patient's values, abilities, readiness to learn and patient and family responsibilities in the care process.
38. The patient has the right to file a complaint about the practice or any of the practice employees.