



Patient's Bill of Rights

The Patient has the right to...

Be informed that their physician or immediate family members may have a financial relationship with Capital Region Ambulatory Surgery Center. New York State law requires that this financial interest must be disclosed to a patient. The patient has the right to be informed of alternative providers where they may go to obtain the procedure;

Receive Services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin, or sponsor;

Designate a representative in accordance with state law to exercise the patient's rights to the extent allowed by state law, if the patient is adjudged incompetent and, in that event, the rights of the patient are exercised by the patient's representative on the patient's behalf.

Be treated with consideration, respect, and dignity including privacy in treatment;

Be informed of the services available at the Center;

Be informed of the provisions for off-hour emergency coverage;

Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced-cost care. Receive an itemized copy of his/her account statement upon request;

Obtain from his/her healthcare practitioner, or the healthcare practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand;

Receive from his/her physician information necessary to give informed consent prior to start of any non-emergency 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;

Be informed of the Center's policy that all patients undergoing surgical procedures will have life-sustaining emergency treatments if necessary;

Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;

Refuse to participate in experimental research;

Privacy and confidentiality of all information and records pertaining to the patient's treatment;

Approve or refuse the release or disclosure of the contents for his/her medical record to any healthcare practitioner and/or healthcare facility except as required by law of third-party payment contract;

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 or reprisal;

Express complaints about the care and services provided and to have the center investigate such allegations. Such allegations shall be documented and reported to a person in authority at the ASC. The center is responsible for providing the patient or his/her designee with a written response within 30 days indicating the name of the ASC contact person, the steps taken to investigate the grievance, and the results and completion date of the grievance process. Substantiated allegations will be reported to state and or local authorities.

If not satisfied by the center's response, you may contact the New York State Department of Health by mail or phone. **You may call the toll-free number at 1-800-804-5447 or you may file a complaint in writing and send it to:**

New York State Department of Health
Centralized Hospital Intake Program
433 River Street – 6th Floor
Troy, New York 12180

You may also contact the Office of the Medicare Beneficiary Ombudsman at 1-800-633-4227 or visit <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>



Patient's Responsibilities

The Patient's Responsibilities...

Provision of Information – A patient has the responsibility to provide to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, medications, and other pertinent facts relating to health status. A patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected of them.

Compliance with Instructions – A patient is responsible for following the treatment plan recommended by his/her practitioner, including but not limited to the instructions of nurses and allied health personnel. The patient is responsible for keeping appointments, and when he/she is unable to do so, for notifying the responsible practitioner and the Capital Region Ambulatory Surgery Center.

Refusal of Treatment – The patient is responsible for his/her actions if he/she refuses treatment or does not follow instructions.

Charges – The patient is responsible for assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.

Respect and Consideration – The patient is responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise. Finally, the patient is responsible for being respectful of the property of others and the facility.

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Hours of Operation:
Monday – Friday
6:00 am – 5:00 pm