

Patient Rights and Responsibilities

At Hudson Headwaters, we are dedicated to providing the best care, and access to that care, for everyone in our community.

You have a right:

- To receive service(s) without regard to age, race, color, sexual orientation, marital status, religion, sex, national origin or sponsor.
- To be treated with consideration, respect and dignity including privacy in treatment.
- To be informed of the services available at the health centers.
- To be informed of charges for services, refunds, eligibility for third party reimbursements and the availability of free or reduced cost care.
- To receive an itemized copy of your account statement, upon request.
- To obtain from your physician, or physician's delegate, complete and current information concerning your diagnosis, treatment and prognosis based upon your medical, behavioral and pain management needs, in terms you can reasonably be expected to understand. When it is not medically advisable to give such information to you, the information shall be made available to your representative.
- To receive the appropriate screening, assessment and management of pain.
- To receive the information necessary to give informed consent, prior to the initiation of any procedure and/or treatment, with the exception of emergency care.
- To refuse treatment after being fully informed of the consequence of such action.
- To have an explanation of the content of your medical record by a provider of your choosing.
- To refuse to participate in experimental research.
- To voice grievances and recommend changes in policies and services to the center's staff, the governing board and the New York State Department of Health without fear of reprisal.
- The confidential treatment of records.
- To approve or refuse the release or disclosure of the contents of your records to any individual or group except in case of referral to another health care facility, or as required by law or third party payment contract.
- To know the name and professional designation of your caregiver.
- To have access to your medical records pursuant to Section 18, subpart 50-3 of the Public Health Law.
- To request an amendment to your Health Information and restrictions on use, disclosure and confidentiality of protected health information.
- To file privacy complaints, and have them investigated if you feel your privacy has been infringed.
- To voice concerns about any actual or potential patient safety issue.
- To request for an accounting of disclosures of your medical records.

And you have responsibilities:

Respect and Consideration

- You are responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise and smoking.
- You are responsible for being respectful of the property of other persons and of Hudson Headwaters Health Network.
- You and your visitors are responsible for being courteous to all staff and other patients.

Health Center Rules and Regulations

- You are responsible for observing all rules and regulations of the Health Center, particularly those relating to safety. The Health Center has an obligation to make this information known to you.

Compliance with Instructions

- You have a responsibility to follow the mutually agreed upon prescribed course of treatment. This may include following instructions of the nurse or other personnel as they carry out your coordinated plan of care and implement the provider's orders, and as they enforce applicable Health Center rules and regulations.

Provision of Information

- You have the responsibility to communicate, to the best of your knowledge, an accurate and complete medical history to the providers and others providing health care services.
- You have the responsibility to report any changes in your condition promptly to the provider, nurse and others providing health care services.
- You are responsible for making it known whether you clearly understand explanations or instructions given and for stating your inability to follow completely any instructions given.

Refusal of Treatment

- You are responsible for your actions if you refuse treatment or do not follow the practitioner's instructions.

Payment for Services

- You have the responsibility to provide all necessary information including insurance card and policy number to assure timely processing of your bill and to make appropriate arrangements for the payment of your bills. You are also responsible for understanding the limitations of your insurance coverage and you must present any co-pay or other personal obligations at the time service is rendered.

To bring concerns about your care, treatment, services or patient safety issues to the attention of Hudson Headwaters Health Network, you may contact:

HHHN Chief Administrative Officer: (518) 761-0300

New York State Department of Health: (518) 271-2610

New York State Board of Medical Practice: 1-800-663-6114

The Joint Commission: 1-800-994-6610