

PATIENTS' RIGHTS & RESPONSIBILITIES, PRIVACY POLICIES

As a patient in a hospital in New York State, you have the right, consistent with the law, to:

- 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.
- Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- Receive emergency care if you need it.
- Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- A no smoking room.
- Receive complete information about your diagnosis, treatment and prognosis.
- 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
- 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 "Do Not Resuscitate Orders – A Guide for Patients and Families."
- Refuse treatment and be told what effect this may have on your health.
- Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- Privacy while in the hospital and confidentiality of all information and records regarding your care.
- 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.
- 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.
- Receive an itemized bill and explanation of all charges.
- Complain without fears of reprisals about the care and services you are receiving and to have the hospital respond to you, and if you request it, in 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 Health Department telephone number.
- Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.



Saratoga Hospital serves the people of our community by responding to their health needs with a commitment to provide the highest quality of care. As stated in the above NY State Bill of Rights, our patients have a right to receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, gender identity or source of payment. We accomplish this by continuously monitoring and evaluating our performance to ensure clinical and service excellence. Our commitment is endorsed by The Joint Commission Gold Seal of approval.

If at anytime you have a concern about the care or services you receive at Saratoga Hospital please contact the Quality Support Services Department at 518- 580-4182. Our goal is to resolve your concern and identify any opportunity for improvement that will assist us in exceeding expectations and providing the highest quality of care.

If our review does not lead to resolution, you may bring your quality of care concern to New York State Department of Health, Centralized Hospital Intake Program.

The telephone number is 800- 804-5447.

This office is located at 433 River Street 6th Floor, Troy, New York 12180.

You may also contact The Joint Commission, Office of Quality Monitoring, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. The telephone number is 800-994-6610.

