

**Christine Cooley Family Health NP, PLLC** (aka the Provider)

**Patient Bill of Rights**

The Patient's Bill of Rights shall afford the patient the right to:

1. Receive treatment without regards to age, race, color, sexual orientation, religion, marital status, sex, national origin, or sponsor.
2. Be treated with consideration, respect, and dignity in a clean and safe environment.
3. Be informed of services available by the Provider.
4. Be informed of the provisions for off-hour emergency care.
5. Be informed for the charges for the services, eligibility for third-party reimbursements and when applicable, the availability of free or reduced cost care.
6. Receive an itemized copy of his/her account, and explanation of charges.
7. Obtain from their health care practitioner complete and current information concerning diagnosis, treatment, and prognosis in terms the patient can be expected to understand.
8. Receive from his/her physician information necessary to give informed consent prior to the start of any non-emergency procedure or treatment. Informed consent shall include provision of information concerning the specific procedure or treatment, 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.
9. Refuse treatment and to be fully informed of the medical consequences of his/her actions.
10. Refuse to participate in experimental research.
11. Voice grievances and recommend changes in policies and services to the Providers staff, the Provider, and New York State Department of Health without fear of reprisal.
12. Express complaints about the care and services provided and to have the Provider investigate such complaints. The Provider 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 Provider is also responsible for notifying the patient or his/her designees that if the patient is not satisfied by the Provider's response that the patient may complain to the New York State Department of Health's Office of Health Systems Management.
13. Privacy and confidentiality of all information and records pertaining to the patient's care.
14. Approve or refuse the release of 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.
15. Access their medical record pursuant to the provisions of section 18 of the Public Health Law.