

## PATIENT'S BILL OF RIGHTS

The New York State Department of Health requires medical facilities to establish policies regarding the rights of patients. Under the guidelines of the Department of Health, Sterling Surgical Center, LLC has developed a patient's Bill of Rights, which is prominently posted in patient care areas with a copy provided to each patient prior to their arrival at the center. Such statement shall include the patient's right to:

1. Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor. If for any reason, a patient does not understand or needs help, the Ambulatory Surgery Center (ASC) will provide him/her with an interpreter.
2. Be treated with consideration, respect and dignity including privacy in treatment;
3. Be informed of the services available at the center. Be informed of the provisions for off-hour emergency coverage;
4. 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;
5. Obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment, prognosis in terms the patient can be reasonable expected to understand;
6. Receive from his/her physician information necessary to give informed consent prior to the start of any nonemergency 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;
7. 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
8. Receive all the information you need regarding advanced directives and notification that you will be resuscitated. You also have the right to designate an individual to give consent for you if you are too ill to do so.
9. Voice grievances and recommend changes in policies and services to the Center's staff, the operator, The New York State Department of Health (800) 804-5447 or the Joint Commission (800) 994-8610 without fear of reprisal;
10. To file a complaint if you are not happy with the care you receive at Sterling Surgical, you can contact the Center Administrator at the above address and phone number. The Center is responsible for providing the patient or his/her designee with a written response within 30 days if requested by the patient, indicating result of the investigation. If you are not satisfied by the Center's response, the patient may file a complaint with:

New York State Department of Health  
Centralized Hospital Intake Program  
433 River Street, Suite 303  
Troy, New York 12180-2299  
1-800-804-5447

or

The Office of the Medicare Ombudsman  
<http://www.medicare.gov/Ombudsman/resources.asp>  
The Ombudsman is there to ensure Medicare beneficiaries receive the information and help they need to understand Medicare options and apply Medicare rights and protections.

Sterling Surgical Center is accredited by the Joint Commission. You may also contact the Joint Commission to voice a complaint at 1-800-994-8610.

11. Privacy and confidentiality of all information and records pertaining to the patient's treatment;
12. Approve or refuse the release or 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;
13. Access his/her medical record pursuant to the provision of section 18 of the public Health Law, and subpart 50-3 of Title : Section 751.9.
14. Pursuant to Centers for Medicare & Medicaid Services under 42 CFR Part 416, section 416.50 "Condition for Coverage – Patient Rights" the following are owners of Sterling Surgical Center, LLC: CH Emmaus