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## PATIENT'S BILL OF RIGHTS

As a client in a primary care clinic in New York State, you have the right, consistent with law, to:

- Understand and use these rights. If for any reason you do not understand or you need help, the clinic MUST provide assistance, including an interpreter.
- Receive services and treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
- Receive considerate, respect and full recognition of your dignity and individuality including privacy in treatment and the care of your personal needs.
- Receive information from a physician of your medical condition unless medically contraindicated (as documented by a physician in the medical record) and is afforded the opportunity to participate in the planning of his/her treatment.
- Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- Refuse medication, treatment and be informed what effect this may have on your health.
- 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.
- Privacy and confidentiality of all information and records regarding your care; and the approval or refusal of their release to any individual outside the agency, except in the case of your transfer to another health care institution, or as required by law of third party payment contract.
- Be informed of the services available at APICHA. Be informed of provisions for off-hour emergency coverage.
- Be informed of charges for services, eligibility for third party reimbursement and the right to receive an itemized copy of the account statement and explanation of all charges upon request.
- Complain without fear of reprisals about the care and services provided and to have the center to respond to you and if you requested, a written response.
- Review your medical record without charge.