

## PATIENT RIGHTS AND RESPONSIBILITIES



215 Klein Road  
Williamsville, NY 14221  
(716) 568-6100

**As a patient in an Ambulatory Facility in New York State, you have these rights, consistent with the law. Patients must understand and use these rights. If for any reason you do not understand or you need help the facility MUST provide assistance.**

### **A patient's rights will include:**

- (a) Patients will be treated with respect, consideration and dignity and be free from all forms of abuse or harassment. Patients may exercise rights without being subjected to discrimination or reprisal.
- (b) Patients will receive care in a safe setting and will be provided appropriate privacy.
- (c) Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law.
- (d) Patients will be provided, to the degree known, appropriate information concerning their diagnosis, treatment, and prognosis. When it is medically advisable to give such information to a patient, the information will be provided to a person designated by the patient or to a legally authorized person.
- (e) Patients will be given the opportunity to participate in decisions involving their healthcare, except when such participation is contradicted for medical reasons.
- (f) Information will be given to patients and staff concerning:
  - (1) Patient's rights, including those specified in subsections (a)-(e) of this section;
  - (2) Patient conduct, responsibilities and participation;
  - (3) Services available at the Millard Fillmore Surgery Center, LLC;
  - (4) Provisions for after-hours and emergency care;
  - (5) Fees for services; payment policies;
  - (6) Patient's right to refuse to participate in experimental research;
  - (7) Advance Directives, as required by state or federal law and regulations;
  - (8) The credentials of health care professionals;
  - (9) Procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
- (g) Marketing or advertising regarding the competence and/or capabilities of the organization will not be misleading to patients.
- (h) Right to change his/her provider if other qualified providers are available.
- (i) Appropriate information regarding the absence of malpractice insurance information.

### **A patient will be responsible for:**

1. Providing complete and accurate information to the best of his/her ability, about his/her health any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
2. Following the treatment plan prescribed by his/her provider.
3. Providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
4. Informing his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
5. Accepting personal financial responsibility for any charges not covered by his/her insurance.
6. Respecting all the health care providers and staff, as well as, other patients.

**Millard Fillmore Surgery Center, LLC will promptly review, investigate and resolve any patient suggestions, grievances or complaints in a timely manner. If you feel you may have an issue, please contact the Surgery Center directly and ask to speak to the Director.**

Director, Millard Fillmore Surgery Center, LLC (716) 568-6151

### **Unresolved complaints can be made to:**

New York State Department of Health  
Centralized Hospital Intake Program  
433 River Street, Suite 303  
Troy, NY 12180  
(800) 804-5447 or 5448

Accreditation Association for Ambulatory Health Care  
(847) 853-6060 Website: [www.aaahc.org](http://www.aaahc.org)

Office of the Medicare Ombudsman  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>