

Northeast Pediatrics and Adolescent Medicine

Patient & Family Bill of Rights

Individuals and their family/legal guardian seen for clinical services at this agency have the right to:

- Receive services without regard to race, color, sexual orientation, religion, marital status, sex, gender identity, national origin or sponsor.
 - Be treated with consideration, respect, and dignity including privacy in treatment.
 - There are many people who take care of your child in the healthcare setting. You have the right to know who they are and what they do.
 - You can expect to have your child cared for by doctors, nurses, and others who know how to care for children and youth.
 - You can expect all healthcare providers to make patient safety and quality care their priority.
 - Be informed of the services available at this setting.
 - Be informed of the provisions for off-hour emergency coverage.
 - Be informed of and receive an estimate of the charges for services, view a list of the health plans and the hospitals that the center participates with; eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care
 - Receive an itemized copy of the account statement, upon request.
 - Receive from your health-care practitioner information necessary to give informed consent prior to the start of any nonemergency procedure or treatment or both by someone who speaks your language, including a certified medical interpreter if needed, and we will welcome your questions. 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.
 - Have your healthcare team meet with you and your family to create an individualized plan of treatment services and to participate to the fullest extent consistent with the recipients' capacity in the establishment and revision of that plan.
 - Choose what you want when possible and have us support your choices.
 - You can change your mind about care for your child even if you have already given permission.
 - You can ask for a second opinion from another doctor. You can ask for a specialist to see your child.
 - You can change your clinician if other clinicians are available.
 - We will consider your interests and needs, not just those related to illness or disability.
 - Refuse treatment to the extent permitted by law and be fully informed of the medical consequences of your action.
 - Refuse to participate in experimental research.
 - Be informed of the provider's recipient grievance policies and procedures, and to initiate any question, complaint, or objection accordingly without fear of reprisal.
 - Privacy and confidentiality of all information and records pertaining to the patient's treatment consistent with applicable State and Federal laws and regulations, which may include, but are not limited to Article 27-F of the Public Health Law, the Health Insurance Portability and Accountability Act (HIPAA), 42 CFR Part 2, and section 33.13 of the Mental Hygiene Law.
 - Approve or refuse the release or disclosure of the contents of your medical record to any health-care practitioner and/or health-care facility except as required by law or third-party payment contract.
 - Access to your medical record per Section 18 of the Public Health Law, and Subpart 50-3.
- For additional information: http://www.health.ny.gov/publications/1449/section_1.htm#access

In this healthcare setting, families have the responsibility to:

- Ask questions if you don't understand what we are telling or showing you.
- Provide accurate and complete information to the best of your knowledge about present complaints, past illnesses, hospitalizations, medications including over the counter products, dietary supplements, any allergies and sensitivities or other matters relating to your health.
- Follow the treatment plan recommended by Northeast Pediatrics and Adolescent Medicine and to participate in your child's care. If you disagree with the plan or want to make changes to the plan, you will communicate that to the healthcare team.
- Treat all healthcare professionals, staff, and other patients with respect.
- Tell us your concerns in a clear and kind way.
- Keep appointments and notify the office in accordance with office appointment policy when you're unable to do so for any reason.
- Assure the financial obligations of your healthcare are fulfilled as promptly as possible, including any charges not covered by insurance.
- Respect the rights of other children and families in the healthcare setting.