



Patient Bills of Rights & Responsibilities

All patients have the right to:

1. the best care available for their health needs;
2. know about their illness, condition, and treatment;
3. receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor;
4. be treated with consideration, respect and dignity;
5. be free from all forms of abuse or harassment
6. be free from any act of discrimination or reprisal
7. be informed of the services available and the applicable charges;
8. receive care supporting their comfort and safety;
9. be examined and treated in private;
10. be informed of charges for services, eligibility for third-party reimbursements and when applicable, the availability of free services;
11. be informed of provisions of off-hour emergency coverage;
12. obtain from their physician complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand, and to participate in decisions involving the planned treatment;
13. receive from their physician information necessary to give informed consent prior to the start of any procedure or treatment or both.
14. refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her actions;
15. refuse to participate in experimental research;
16. have family members and significant others treated respectfully;
17. know the names and positions of those taking care of them;
18. voice grievances and recommend changes in policies and services;
19. express complaints about the care and services provided and to have the Center investigate such complaints;
20. privacy and confidentiality of all information and records pertaining to the patient's treatment;
21. approve or refuse 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;
22. access his/her medical records pursuant to the provisions of the law;
23. execute an advance directive;
24. an interpreter or assistive device when communication becomes impaired by language or deafness;
25. receive pain management services;
26. family involvement in decisions about organ, tissue, and eye donations;
27. ethical business practices;
28. leave the surgical center against their doctor's advice;
29. expect the physicians and staff to be fully qualified/credentialed to provide the necessary care and treatment;
30. change primary or specialty providers, if other qualified providers are available.
31. be informed regarding the absence of physician malpractice insurance coverage.

All patients are responsible for:

1. providing a complete and accurate information to the best of his/her ability about his/her health, any medications, and any allergies or sensitivities.
2. asking all questions regarding treatment provided;
3. consenting by free will to all procedures;
4. be respectful and considerate of other patients and staff;
5. telling staff if they do not understand procedures or instructions;
6. following after-care instructions as recommended by the physician;
7. contacting their physician for post-procedure questions or concerns;
8. providing all necessary information regarding third-party payment sources;
9. accept personal financial responsibility for any charges not covered by his/her insurance.
10. observing all the Center's policies and procedures;
11. keeping appointments as scheduled or advising the Center, within 24 hours of appointment of failure to keep the appointment.
12. Have a responsible adult chaperone and transport them to and from the facility during endoscopic procedures that will require anesthesia. A chaperone may need to remain with the patient for 24 hours depending on the medical circumstances.

To express a grievance, the patient may contact the facility by telephone at (516) 222-STAR and ask for the Nurse Manager, or write a letter to Nurse Manager, Star Surgical Suites, 623 Stewart Ave., Garden City, NY 11530

You may call the New York State Department of Health toll-free number at 1-800-804-5447 or by mail at: New York State Department of Health, Centralized Hospital Intake Program, Mailstop: CA/DCS, Empire State Plaza, Albany, NY 12237. You may also file a facility complaint form on the DOH website: <https://apps.health.ny.gov/surveyd8/facility-complaint-form>

To complain to the Medicare program, contact the Office of the Medicare Ombudsman website is <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

Star Surgical Suites Is accredited with the Accreditation association for Ambulatory health Care. If you would like to provide feedback, please complete the on-line form at <https://www.aaahc.org> and email It to com and email It to