

Rochester Hearing and Speech Center Clients' Bill of Rights

Clients' rights. Policies and procedures shall be developed and implemented regarding the clients' rights. The operator shall have in effect a written statement of clients' rights which is prominently posted in client care areas and a copy of which is given to the client. Such statement shall include the clients' rights to:

- (a) receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor;
- (b) be treated with consideration, respect and dignity including privacy in treatment;
- (c) be informed of the services available at the center;
- (d*) be informed of the provisions for off-hour emergency coverage;*
- (e) be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
- (f) receive an itemized copy of his/her account statement, upon request;
- (g) obtain from his/her health care practitioner, or the health care practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the client can be reasonably expected to understand;
- (h) 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 client to make a knowledgeable decision;
- (i) refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action;
- (j) refuse to participate in experimental research;
- (k) voice grievances and recommend changes in policies and services to the center's staff, the operator and the New York State Department of Health without fear of reprisal;
- (l) express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the client or his/her designee with a written response within 30 days if requested by the client indicating the findings of the investigation. The center is also responsible for notifying the client or his/her designee that if the client is not satisfied by the center response, the client may complain to the New York State Department of Health's Office of Health Systems Management;
- (m) privacy and confidentiality of all information and records pertaining to the client's treatment;
- (n) 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;
- (o) access his/her medical record pursuant to the provisions of section 18 of the Public Health Law, and Subpart 50-3 of this Title;
- (p*) authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors; and*
- (q*) make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the center.*

** Not applicable to RHSC*