

GLP-WESTERN NEW YORK UROLOGY ASSOCIATES

Patient Bill of Rights

As a patient of GLP- d/b/a Western New York Urology Associates, you have the following rights:

1. The right to understand and use these rights. If you do not understand or need help understanding, the office will provide you assistance in understanding these rights, including the use of an interpreter.
2. The right to receive competent medical care delivered without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
3. The right to be treated with consideration, respect, and dignity in a safe and clean environment.
4. The right to receive emergency care if needed.
5. The right to privacy and confidentiality of information and records regarding their care in accordance with applicable laws.
6. The right to know the name and position of the doctors, physician assistants, nurses, and other staff involved in your care.
7. The right to be informed of services offered at our offices.
8. The right to receive information about your diagnosis, treatment, and prognosis to include the risks, benefits, and alternatives to the care or treatment. It is not advisable to give such information to the patient for health reasons; it should be made available to a person designated by the patient or a legally authorized person.
9. The right to receive all information to give an informed consent prior to the start of any non-emergent procedure or treatment. An informed consent shall include the reasonable foreseeable risks involved, the alternatives for care or treatment, and the outcome if no treatment is done so the patient can make a knowledgeable decision.
10. The right to refuse treatment and procedures and to be made aware of the effect it will have on health.
11. The right to be informed of off-hour emergency coverage when the office is closed.
12. The right to change the practitioner if other qualified practitioners are available.
13. The right to refuse to take part in any research study. In deciding whether or not to participate, you have the right to a full explanation.
14. The right to inspect and obtain a copy of his or her medical records. In addition, the patient has the right to expect a reasonable and timely transfer of information from one practitioner to another when requested or required. Charges for copies of medical records shall not exceed charges provided for by Section 18 of the Public Health Law. A patient will not be denied a copy if unable to pay.
15. The right to request and receive information concerning the bill for services regardless of source of payment.
16. The right to authorize family members and other adults who will be given priority to visit you, consistent with your ability to have visitors.
17. The right to make known your wishes in regard to anatomical gifts. You may document your wishes on a Health Care Proxy.
18. The right to know about the expectations of the practice with regard to his or her behavior and the consequences of failure to comply with these expectations including the right to have reasonable arrangements made for continuation of care as necessary.
19. The right to voice any grievances with the care or services they received without fear of reprisals. The office will respond to issues and, if requested, will do it in writing. If you are not satisfied, you can file a complaint with NYS Health Department.

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Your Rights as a Patient of GLP-Western New York Urology Associates

As a patient in a New York State outpatient facility, you have certain rights and protection guaranteed by state and federal laws.

These regulations exist to help ensure the quality and safety of your facility care. To help understand your rights, the New York State Department of Health and its Consumer Health Information Council have developed this information.

Keep this information for reference. Review it carefully and share it with family and friends involved in your care.

- You have the right to participate in decisions about your health care and to understand what you are being told about your care and treatment. For example, you are entitled to a clear explanation of tests, treatments and drugs prescribed for you. Don't hesitate to ask questions of your doctor, nurse or facility staff members. ***You have a right to know what is going on.***
- ***Every patient is unique; every facility stay is different.*** It is important to know what specific rights apply to you and what to do if you feel you need help. Some rights and protections, such as those that govern when you leave the facility, depend on receiving correct written notices and knowing where to call or write for help.
- If you have a problem or if you don't understand something, speak to your nurse, doctor, a social worker or patient representative. They can:
 - Help get you answers.
 - Arrange special help.
 - Make contacts with your family.
 - Get foreign language and sign language interpreters.
 - Generally make your facility stay easier.
- ***But you must speak up and ask questions.*** You can contact a patient representative before you enter the facility to be sure your special arrangements are made when you get there.
- If you have a question about any information, any suggestions, or any grievances regarding your procedure or care at GLP-Western New York Urology, please feel free to speak to an employee or team leader or contact us at (716) 844-5000.