

Patient Bill of Rights

As a patient at Columbia Health, you have the right, consistent with New York State law, to:

1. Understand and use these rights. If for any reason you need help with this, Columbia Health will provide assistance.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or sexual orientation.
3. Receive considerate and respectful care in a clean and safe environment.
4. Be informed of the name and position of the health care provider who will be in charge of your care.
5. Request treatment by a Columbia Health provider of your choosing and request to change providers, within reason, at any time.
6. Know the name, position, and function of any Columbia Health staff involved in your care and refuse treatment, examination, or observation by that person.
7. Receive care in a non-smoking environment.
8. Privacy and confidentiality of all information and records regarding your care.
9. Participate in all decisions about your treatment.
10. Refuse treatment, examination, or observation and be told what effect this may have on your health.
11. Obtain a copy of your medical record within a reasonable period of time.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Receive all the information you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
14. Receive urgent care if you need it.
15. Complain without fear of reprisals about the care and services you are receiving and to have Columbia Health respond to you and, if you request it, provide you with a written response. If you are not satisfied with Columbia Health's response, you may request assistance from the Directors or the Associate Vice President of the department from which you are seeking care or services. Columbia Health must provide you with the telephone numbers of these offices if you request them.