



## PATIENT'S BILL OF RIGHTS

At Spagnoli Physical Therapy, a private physical therapy practice, we believe in informing all patients of their rights as patients. We are convinced that patient awareness of these rights will contribute to a more positive healing experience. Each patient should be aware, therefore, that he/she has the right to:

1. Receive emergency medical care, as indicated by the patient's medical condition, upon arrival at a hospital for the purpose of obtaining medical treatment;
2. Considerate and respectful care;
3. Obtain the name of the physician assigned the responsibility for coordinating his/her care and the specialist for the type of care being rendered, provided such physician has been accorded hospital privileges;
4. The name and function of any person providing treatment to the patient;
5. Obtain from his/her physician complete current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information shall be made available to an appropriate person the patient's behalf;
6. Receive from his/her physician information necessary to give informed consent prior to the start of any non-emergency procedure or treatment or both. An informed consent shall include, as a minimum, 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;
7. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action;
8. Privacy to the extent consistent with providing adequate medical care to the patient. This shall not preclude discrete discussion of a patient's case or examination of a patient by appropriate health care personnel;
9. Privacy and confidentiality of all records pertaining to the patient's treatment, except as otherwise provided by law or third-party payment contract;
10. A response by the clinic, in a reasonable manner, to the patient's request for services customarily rendered by the clinic consistent with patient's treatment;
11. Be informed by his/her physician or designee of the physician of the patient's continuing health care requirements following discharge, and that before transferring patient to another facility, the patient is first informed of the need for and alternative to such a transfer;
12. The identity, upon request, of other health care and educational institutions that the clinic has authorized to participate in patient's treatment;
13. Refuse to participate in research and that human experimentation affecting care or treatment shall be performed only with patient's informed effective consent;
14. Examine and receive an explanation of his/her bill, regardless of source of payment;
15. Know the clinic rules and regulations that apply to his/her conduct as a patient;
16. Treatment without discrimination as to race, color, religion, sex, national origin or source of payment, except for fiscal capability thereof;
17. Designate any private accommodation to which admitted as a non-smoking area. In the event that private accommodations are not available, a patient shall have a right to be admitted to accommodations which have been designated by the governing authority as a non-smoking area. It shall be the duty of the governing authority of the clinic to afford priority to the rights of non-smokers;
18. Voice grievances and recommend changes in policies and services to the facility's staff, without fear of reprisal; and
19. Express complaints about the care and services provided and to have the clinic investigate such complaints. The clinic is responsible for providing the patient or his/her designee with a written response if requested by the patient indicating the findings of the investigation. The clinic is also responsible for notifying the patient or his/her designee that if the patient is not satisfied with the clinic response, the patient may complain to the New York State Department of Health's Office of Health Systems Management.