

PATIENT RIGHTS & RESPONSIBILITIES

ACCESS – YOU HAVE THE RIGHT TO:

- Receive medically necessary treatment and the appropriate level of care regardless of age, race, ethnicity, religion, culture, color, national origin, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression, or source of payment for care.
- Other facility services for your needs such as social services (including protective services), spiritual health services, financial counseling, etc.
- View your medical and billing records within a reasonable time frame as permitted by law and access, request amendment to and obtain information on the disclosures of your medical records according to law and regulations.
- Accept or refuse medical care and be informed of the possible consequences of any such decision.
- Have a family member or representative of your choice and your own physician promptly notified of your admission to the hospital.
- Receive interpreting services and auxiliary aids and services at no cost to you.

RESPECT – WE WILL:

- Listen to you and treat you with respect.
- Respect your cultural and personal values, beliefs, and preferences.
- Talk with you and answer any questions that you may have about your plan of care.
- Respect your right to confidentiality and the privacy of your medical records.
- Tell you who we are, why we have entered your room and our role as a part of your care team.
- Tell you why you are here and how we will be able to help you feel better.
- Provide you with the highest level of privacy and dignity that we can.

SAFETY – WE WILL:

- Care for you in a safe and clean environment.
- Protect you from all forms of abuse, neglect, or harassment.
- Provide care that is free from restraint or seclusion, except when restraint is needed to protect your safety or the safety of our staff.

INVOLVEMENT IN YOUR CARE – YOU HAVE THE RIGHT TO:

- Receive communication in a way that is easy for you to understand.
- Be involved in treatment decisions, your care and discharge plans, make informed decisions and be informed of unanticipated outcomes.
- Have any concerns regarding care or treatment reviewed and addressed.
- Have your pain managed.
- Make end-of-life decisions and request that staff document and follow those requests.
- Designate someone to speak on your behalf if you are unable to make decisions about your care.
- Refuse to participate in research or experimental treatments and clinical trials.

YOUR VISITORS – YOU HAVE THE RIGHT TO:

- Have visitors of your choice, including a spouse, domestic partner, same-sex domestic partner, family member or friend.
- Withdraw your consent to be visited by any visitor at any time.

VOICE CONCERNS – YOU HAVE THE RIGHT TO:

If you feel that we have not honored your rights as a patient, please notify your doctor or nurse so we can work together to resolve your concerns.

If you need these services, you may also contact:

Department of Patient Experience

If you believe that Brookdale University Hospital Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Assistant Vice President of Patient Experience,

One Brookdale Plaza, Brooklyn, NY 11212,

(718) 240-5020, Fax (718) 240-6780 or email at patientrelations@bhmcny.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, A Patient Experience Representative is available to help you.

The Joint Commission - Office of Quality Monitoring

1 Renaissance Boulevard

Oakbrook Terrace, Illinois, 60181

800-994-6610

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

800-368-1019, 800-537-7697 (TTY/TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

YOUR RESPONSIBILITIES AS A PATIENT OR VISITOR

- So that we can provide you with patient-centered, quality care and services, we ask that you always:
- Keep the hospital a quiet and restful place.
- Respect the rights, privacy and property of other patients and staff. Follow BROOKDALE UNIVERSITY HOSPITAL MEDICAL CENTER's rules and regulations, including the tobacco, alcohol-free and drug-free policy.
- Refrain from foul, threatening or inappropriate language.
- Refrain from hitting or threatening a family member, a patient or staff.
- Refrain from bringing a weapon into the facility.
- Ask questions of your healthcare team when you don't understand something.
- Adhere to the care plan that your medical team has developed for you.
- Be on time for your medical appointments or call in advance to reschedule.
- Provide a copy of your advance directive at every visit.
- Fulfill your financial obligations for your healthcare as promptly as possible.
- Provide accurate and complete information in order for BROOKDALE UNIVERSITY HOSPITAL MEDICAL CENTER to receive payment for services.

YOUR PERSONAL BELONGINGS

BROOKDALE UNIVERSITY HOSPITAL MEDICAL CENTER does not assume responsibility for the loss of any personal belongings brought with you to BROOKDALE UNIVERSITY HOSPITAL MEDICAL CENTER.

Please send all valuable items such as cell phones, jewelry, watches, money and credit cards home. If you have personal belongings you are unable to send home, inform staff who will contact the BROOKDALE UNIVERSITY HOSPITAL MEDICAL CENTER Security Department.