

Urology Associates of Rochester

Patient Bill of Rights

1. The patient has the right to high quality care delivered in a safe, timely, efficient, and cost-effective manner without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, or source of payment.
2. The patient has the right to dignity, respect, and consideration of legitimate concerns.
3. The patient has the right to privacy and confidentiality of all information and records regarding their care.
4. The patient has the right to know the names and qualifications of the physicians, nurses, and other staff members involved in their care.
5. The patient has the right to considerate and respectful care in a clean and safe environment, free of unnecessary restraints.
6. The patient has the right to be involved in all aspects of care. An informed consent following a discussion of risks, benefits, and alternatives should be obtained. The patient has the right to information about the current diagnosis, treatment, and prognosis. If it is not advisable to give such information to the patient for health reasons, it should be available to a person designated by that patient or a legally authorized person.
7. The patient has the right to be advised of all reasonable options and alternative care and treatment and the potential advantages and disadvantages of each.
8. The patient has the right to refuse any diagnostic procedure or treatment, and to be advised of the likely medical consequences of such refusal.
9. The patient has the right to education to address his or her needs. The education process will consider the patient's values, abilities, readiness to learn, and patient and family responsibilities in the care process.
10. The patient has the right to change the practitioner if other qualified practitioners are available.
11. The patient has the right to request and receive information about alternate sources of appropriate care.
12. The patient has 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 required. Charges for copies of medical records shall not exceed the charges provided for by Section 17 of the Public Health Law.

13. The patient has the right to request and receive information concerning the bill for services regardless of the source of payment.
14. The patient has the right to know about the expectations of the office based practice with regards to his or her behavior and the consequence of failure to comply with these expectations.
15. The patient has the right to help with understanding these rights if they need help.