

## **Patient Rights and Responsibilities**

### **Patient Rights:**

You have the right to safe, high quality, medical care, without discrimination, that is compassionate and respects personal dignity, values and beliefs.

You have the right to participate and make decisions about your care and pain management, including refusing care to the extent permitted by law. Your care provider (doctor, physical therapist, etc.) will explain the medical consequences of refusing recommended treatment.

You have the right to have your illness, treatment, pain, alternatives and outcomes be explained in a manner you can understand. You have the right to interpretation services if needed.

You have the right to know the name and role of your care providers (doctor, physical therapist, etc.). At your request, you have a right to a second opinion.

You have the right to request that a family member, friend and/or physician be notified that you are under the care of this facility.

You have the right to be informed about transfers to another facility or organization and be provided complete explanation including alternatives to a transfer.

You will receive information about continuing your health care at the end of your visit.

You have the right to know the policies that affect your care and treatment.

You have the right to participate in or decline to participate in research. You may decline at any time without compromising your access to care, treatment and services.

You have the right to private and confidential treatments, communications and medical records to the extent permitted by law.

You have the right to receive information concerning your advance directives, (living will, health care power of attorney, or mental health advance directives), and to have your advance directives respected to the extent permitted by law.

You have the right to access your medical records in a reasonable timeframe, to the extent permitted by law.

You have the right to be informed of charges and receive counseling on the availability of known financial resources for health care.

You have the right to be free from restraints that are not medically required or are used inappropriately.

You have the right to access advocacy or protective service agencies and a right to be free from abuse.

You and your family have the right to have your compliments, concerns and complaints addressed. Sharing your concerns and complaints will not compromise your access to care, treatment and services. Please feel free to contact us at:

Buffalo Spine and Sports Institute  
100 College Parkway Suite 100  
Williamsville, NY 14221  
626-0093

### **Patient Responsibilities**

You are responsible for providing as much information as possible about your health, medical history, and insurance benefits.

You are responsible for asking the care provider when you do not understand medical words or instructions about your plan of care.

You are responsible for following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.

You are responsible for following the facility's rules and regulations.

You are responsible for acting in a manner that is respectful of other patients, staff and facility property.

You are responsible for meeting your financial obligation to the facility.