



Langone Medical Center

NYU Hospitals Center

Reissue Date: 4/14

Issuing Department: Administration

Patients' Rights

Page: 1 of 4

I. Policy

Patients of the NYU Hospitals Center will be made aware of their legal rights and responsibilities, as mandated by applicable law. Patients have a right to receive treatment without discrimination as to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

II. Procedure

The NYU Hospitals Center has implemented a process for providing patients (or their designated representative or surrogate, where applicable) and visitors with information regarding their rights as hospital patients. This process provides for making information available to patients about (a) their rights as hospital patients in New York State and, as applicable, (b) their rights as a breast feeding mother if delivering a child; or (c) their rights as the mother of a breast-fed child admitted to the hospital.

Patient's Bill of Rights

1. The Patients' Bill of Rights will be posted in clearly viewed public areas of the hospital, and at each of its clinical sites and off site clinical locations. In accordance with State Hospital Code 405.7, the Parent's Bill of Rights will be posted and copies made available in inpatient pediatric areas, outpatient pediatric areas, and the Emergency Department. The policy and statement of rights will be included in the Administrative Policy and Procedures posted on Ellucid policy library.
2. The Patients' Bill of Rights will be given to every patient, or their designated representative or surrogate, by the Patient Access representative as part of the Admission packet. Staff will assume a patient has decision-making capacity, unless i) they are a minor, not included in the category of "mature minor," as defined in the Administrative Manual policy on Minors -- Consent and Treatment), or ii) a court has appointed a legal guardian to decide about his or her health care, or iii) in the event the attending doctor determines the patient lacks capacity to make health care decisions; in this case, the Bill of Rights will be given to the patient's health care agent or surrogate. Receipt of the Bill of Rights will be recorded in the patient's electronic medical record.
3. Emergency Department patients or their designated representative will be given a copy of the



NYU Langone Medical Center

NYU Hospitals Center

Reissue Date: 4/14

Issuing Department: Administration

Patients' Rights

Page: 2 of 4

Patients' Bill of Rights by the registrar upon registration. Receipt will be documented in the patient's electronic medical record.

4. The Patients' Bill of Rights and the Parent's Bill of Rights are posted in Spanish, Chinese, and Russian, in addition to English. Additional translations are available in Yiddish, Greek, Italian and Creole. A copy in large print or Braille may be obtained from Patient Relations (North Campus: 212-263-6906 / South Campus: 212-598-6336) during regular hours and the Patient Access Department 24 hours a day, 7 days a week. Additionally, spoken language interpreting services may be obtained by contacting the Language Access Services (North Campus: 212-263-3762 or language.services@nyumc.org / South Campus: 212-598-6336 or HJD_Interpreter_Request@nyumc.org) during regular business hours. During non-business hours, weekend and holidays, telephonic interpreting services may be utilized via Pacific Interpreting or staff may contact Nursing Administration for a face-to-face interpreter (North Campus: 212-263-5760 / South Campus: 212-598-6668). Sign language interpreters may be obtained during normal business hours by contacting the Deaf and Hard of Hearing Program (North Campus: 212-263-0101 or dhhp@nyumc.org / South Campus: 212-598-6336 or HJD_Interpreter_Request@nyumc.org). Nursing Administration should be contacted during non-business hours, weekends and holidays.
5. Patient Relations Representatives are available to discuss the Bill of Rights with any patients, health care agents or surrogates, who so request.
6. Patients, health care agents or surrogates who are visually impaired or blind may, have the Patients' Bill of Rights read to them by a Patient Relations Representative/other staff member, or on request, receive a copy in Braille.
7. Outpatients will receive, on their first visit to an outpatient area such as the Clinical Cancer Center, Transplant Clinic, etc., a packet including Advance Directive information and the Patients' Bill of Rights. Receipt of this packet will be documented in the patient's chart.

Breastfeeding Mothers' Bill of Rights

1. The Breastfeeding Mothers' Bill of Rights will be posted in clearly viewed areas of the hospital, and at each of its clinical sites and off site clinical locations where patients, who are breastfeeding mothers (pre-delivery, post-partum) or the breastfeeding mother of a child



NYU Langone Medical Center

NYU Hospitals Center

Reissue Date: 4/14

Issuing Department: Administration

Patients' Rights

Page: 3 of 4

admitted/being treated at the hospital, may be served. The policy and statement of rights will be included in the Administrative Policy and Procedures posted on Ellucid policy library and on the public website www.nyubaby.org.

2. The Breastfeeding Mother's Bill of Rights will be given to all applicable patients or their designated representative, by the Patient Access representative as part of the Pre-Admission and Admission packet.
3. The Breastfeeding Mother's Bill of Rights is available and posted in English. A copy in large print, Spanish, French, Chinese, Italian, Russian and Haitian Creole may be obtained from the Patient Relations Representative during regular hours, the Patient Access Department 24 hours a day, 7 days a week, or from the NYS DOH at www.nyhealth.gov/publications/2028/. Additional language assistance may be obtained by contacting Language Access Services.
4. Patient Relations Representatives are available to discuss the Breastfeeding Mothers' Bill of Rights with any patient who so requests.
5. Patients who are visually impaired or blind, may, on request, have a copy of the Breastfeeding Mothers' Bill of Rights in Braille or have it read to them by a Patient Relations Representative.

Posting Locations

The Patients' Bill of Rights are posted in clearly visible areas within each building or site providing patient care services. These include, but are not limited to lobby areas, patient care units and clinical service departments located within NYU Hospitals Center (Tisch Hospital, Rusk Institute, the NYU Hospital for Joint Diseases, the NYU Clinical Cancer Center and hospital-sponsored off site locations).

The Breastfeeding Mothers' Bill of Rights is posted in clearly visible areas that serve the breastfeeding mother (pre-delivery and post-partum) or the breastfeeding mother of a child admitted for care at NYUHC. These include, but are not limited to the Emergency Department, and Maternal Child Service patient care units within NYU Hospitals Center.



NYU Langone Medical Center

NYU Hospitals Center

Reissue Date: 4/14

Issuing Department: Administration

Patients' Rights

Page: 4 of 4

Patient Responsibilities

As part of the admission process, patients will be provided a document which describes their responsibilities and includes the following references:

- Providing complete, accurate information about past illnesses, hospitalizations, medications, health-related matters, and insurance coverage and other sources of payment.
- Answering questions asked by the health care team.
- Working with the health care team to develop a treatment plan.
- Assist in planning for discharge.
- Telling the hospital staff and the health care team about any advance directives and providing copies.
- Asking questions to help understand the treatment plan and advising if it is not understood or agreed with.
- Following the treatment plan.

Patients are further advised of the responsibility to:

- Respect and follow the rules, regulations and policies of the hospital.
- Treat other patients, visitors and staff with respect and consideration.
- Respect our staff's and other patients' right to privacy. The use of cameras, telephones or other equipment to take pictures or make recordings is only permitted for a patient to be photographed with his or her own visitors and family members.
- Respect property belonging to other people and the hospital.
- Keep the noise level low to support restful healing.
- Behave in ways that are considerate of others and don't put them at risk. This includes not drinking alcohol, using tobacco products or recreational drugs and not demonstrating aggressive or violent behavior.

APPENDIX "A"

"Patients' Rights" - Public Health Law (PHL) 2803 (1) (g) Patient's Rights, 10NYCRR, 405.7 (a) (a), 405.7(c)

"Breastfeeding Mothers' Bill of Rights" – Public Health Law (PHL) 2505-a (3).

EFFECTIVE: 4/15/85

REVISED: 12/99 SB, CW,09/03 SB,10/04 SB,04/06 SB,06/07 SB,07/09 LL, MS, 05/10 JD, JT, MS, 06/10 JD, MS, LL, 10/11 MS, JG, 3/14 PS, LL, JG

REVIEWED: 01/94 MS, 08/97 MS, 03/10 JD