



Client's Rights

As a patient at Liberty Resources Integrated Health Care you have the following rights:

- Receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor.
- Be treated in a way that recognizes and respects his/her/their cultural differences and background.
- Be treated with consideration, respect and dignity, including privacy in treatment.
- Be informed of services available at Liberty Resources, including an explanation of all services listed in service plans.
- Be informed of the provisions of after-hours emergency coverage.
- Be informed of the charges for services, eligibility for third party reimbursement and, when applicable, the availability of free or reduced care.
- Receive an itemized copy of his/her/their health care practitioner or the health care practitioner's delegate, complete and current information concerning his/her/their diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand.
- Privacy and confidentiality of all information and records pertaining to the patient's treatment.
- Approve or refuse the release or disclosure of the contents of his/her/their medical record to any healthcare practitioner and/or healthcare facility, except as required by law or third party payment contract.
- Access his/her medical pursuant to the provisions of Section 18 of the Public Health Law and Subpart 50-3 of this Title.
- Receive from his/her/their provider information necessary to give informed consent prior to the start of any non-emergency procedure or treatment or both. An informed consent shall include, at minimum, the provision of information concerning the specific procedure or treatment or both, the reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledge decision.
- Refuse treatment to the extent permitted by law. Participation in treatment is voluntary. Patients will be fully informed of the medical/therapeutic consequences of his/her/their action, if treatment is refused.
- Be informed of the Liberty Resources Integrated Health Center client grievance policy and procedure. Which includes voicing grievances and recommending changes in policies and services to Liberty Resources' staff, the operator, New York State Department of Health, New York State Office of Mental Health and/or New York State Office of Addiction Services and Supports without fear of reprisal.
- Express complaints about the care and services provided and to have the health center investigate such complaints. Liberty Resources is responsible for providing the patient or his/her/their designee with a written response within 30 days of request by the patient indicating the findings of the investigation. Liberty Resources is also responsible for notifying the patient or his/her/their designee that if the patient is not satisfied by the response, the patient may complain to the New York State Department of Health's Office of Health Systems Management.