

Hudson Valley Hematology-Oncology Associates

Patient Bill of Rights:

- You have the right to receive care regardless of race, color, religion, sex, national origin, disability, age, or the source of payment of care.
- You have the right to considerate, respectful care at all times and to have your privacy and individuality respected by staff.
- You have the right to know the names of the Physicians, Technologists, Nurses, Med-Technicians and other staff member who care for you.
- You have the right to present via telephone, in person, or by letter to the Facility Director, any complaints regarding your treatment as a patient.
- You have the right to a prompt personal response to any complaint you or your family has made.
- You have the right to examine your bill and to receive an explanation of charges and an estimate of your insurance benefits. You may raise any concerns regarding your bill with the Bill Department.

Your Responsibilities as a Patient:

- You are required to follow the Facility's rules and regulations affecting patient care and conduct.
- You are required to be considerate of others.
- You are required to fulfill any financial obligations for your healthcare as promptly as possible.
- You are encouraged to observe/follow any instructions from your Physicians as they relate to your procedure. If you do not understand the reason for your procedure, you are encouraged to ask for further information
- You are encouraged to be honest and direct about everything that relates to you as a patient and to give the Physicians, Technologists, Nurses and other staff accurate and complete information about your medical history and condition.