

...continued from inside

The law requires that you receive advance notice in writing providing you with information regarding:

- The date that the doctor and/or hospital plans to discharge you.
- How to appeal if you wish to remain in the hospital.
- A special number to call with any problems related to leaving the hospital.

If you are a Medicare beneficiary, the Island Peer Review Organization (I.P.R.O.) is the agency to notify if you want to appeal your discharge. You can contact them toll-free, at 1-800-446-2447.

Access To Your Medical Records:

New York State Law requires all health care practitioners and facilities to grant patients access to their own medical records (with only a few exceptions). Patients may request information, as may parents or guardians who have authorized their child's care.

If you want to review your medical records, ask your doctor and/or the director of medical records at the hospital. New York State Law guarantees you the opportunity to review your medical record within 10 days of your request. If you want a copy of your medical records, you must submit a written request to the hospital. Any request should be addressed to the Director of Medical Records at the hospital. If you request a copy of your records, the hospital may charge you up to \$.75 per page. If the hospital fails to acknowledge or act on your request, you may make a complaint to the New York State Department of Health, at 1-800-804-5447.

#503 Revised: 1/2012



New York State Senate
Albany, NY 12247

NEW YORK
STATE SENATE
NYSenate.GOV



New York
State Senator
Jose Peralta
13th Senate District

Albany Office:
415 LOB
Albany, NY 12247
(518) 455-2529

District Office:
32-37 Junction Blvd.
East Elmhurst, NY 11369
(718) 205-3881

E-Mail: jperalta@nysenate.gov
Website: peralta.nysenate.gov




From New York
State Senator

Jose Peralta

13th Senate District

What You
Should
Know

Before
Being
Admitted
To A
ospital





What You Should Know

**Before
Being
Admitted
To A**



Being admitted to a hospital can be a stressful experience. My office created this pamphlet to explain to you what you may expect and the routines that are followed in any hospital setting. It is my hope that this information will help lessen the anxiety associated with being admitted to a hospital.

You have the right to participate in all decisions about your health care and to understand what you are being told about your care and treatment. You are entitled to a clear explanation of any tests, treatments and drugs prescribed for your medical care. Do not hesitate to ask questions of your doctor, nurse or hospital staff members. You have a right to know everything about the care that is being provided to you.

Every patient is unique and every hospital stay is different. It is important to know what specific rights apply to you and what to do if you feel that you need help. If you have a problem or you do not understand any aspect of your treatment, speak to your doctor, nurse, social worker or patient representative.

They can:

- help you to obtain answers
- arrange for special help
- make contact with your family
- obtain foreign language and sign language interpreters
- generally make your hospital stay easier

Special Needs:

Each hospital must make staff available to explain or answer questions about your rights and to provide information on how you can protect those rights. If you are hearing impaired, or English is not your first language, skilled interpreters must be provided to assist you in exercising your rights. Translations and/or transcriptions of important hospital forms, as well as instructions and all other medical information, must be provided to you upon your request.

Concerns/Problems/Complaints About Your Hospital Care:

If you have a concern, problem or complaint related to any aspect of care during your hospital stay, speak to your doctor, nurse or hospital staff member. If the problem cannot be resolved by the hospital staff, you may contact the State Health Department office in your area for assistance. In addition, you can call the New York State Department of Health hospital complaint line toll-free, at 1-800-804-5447.

Questions/Complaints About Your Hospital Bill:

- As a hospital patient you are entitled to an itemized bill.
- Your hospital bill may identify a charge called a “surcharge.” This “surcharge” is actually a state mandate that applies to laboratory fees/services and all levels of hospital care (inpatient or outpatient). While such a surcharge funds important public programs, such as

those for indigent care or medical training and may have existed in previous years, in the past it may not have shown as a separate item on the bill. The surcharge represents an additional amount due on the total bill in New York State. Depending on your insurance carrier, the law allows a portion of these costs to be billed to you.

- Hospitals may negotiate rates with insurers, HMOs and other types of Managed Care Plans. These rates may vary and your insurer can answer any questions you may have regarding your coverage.
- Since there are many variations in insurance policies and plans, you may have questions regarding your specific policy and should seek clarification from your insurance company or physician. If you have any questions about your coverage, the services billed or amounts paid, you should work with the hospital’s billing office and your insurer to resolve any questions/problems that may arise.

If You Think That You are Being Asked to Leave the Hospital Too Soon:

You have the right to appeal any decisions made by your doctor, hospital staff or your Managed Care Plan:

- If you feel that you are being asked to leave the hospital too soon.
- If you believe you have not been given adequate or appropriate plans for your medical care and other services you may need after you are discharged from the hospital.
- If needed services are not in place.

...continued on back