

# Statement of Patient Responsibilities

At NYU Langone Health, your safety and care are our top priorities. We are committed to partnering with you to create a safe, respectful and healing environment. This Statement of Patient Responsibilities, along with the Patient's Bill of Rights, provides a guideline for your participation in your health care and our expectations on responsible behavior from patients, families and other visitors to help build a good relationship between patients and staff.

## It is your responsibility to:

1. Provide, to the best of your knowledge, complete and accurate information about your present complaints, past illnesses, hospitalization, medications, allergies and other health related matters
2. Work with your health care team to develop a treatment plan meets your needs and follow their recommendations
  - Try to answer questions asked by your health care team
  - Ask questions
  - Tell your health care team if there is anything you don't understand or don't agree with
  - Follow your treatment plan. This is important when you are in the hospital and after you leave
3. Soon after your admission to the hospital, begin participating with your care team in creating a discharge plan that meets your medical and social needs (i.e. what care you will need after your discharge)
4. Tell your health care team about any advance directives you have (health care proxy, living will, medical power of attorney). If possible, provide copies of any advance directives at the time of your admission
5. Provide us with your insurance coverage and other sources of payment. Please tell us if you have a named a financial power of attorney
6. Respect and follow the rules, regulations and policies of the hospital
7. Treat other patients, visitors and staff with respect and consideration by helping support a diverse and inclusive environment
8. Respect the privacy rights of staff and other patients
  - You are not permitted to use your cameras, tablets, telephones or other equipment to take pictures, livestream or make recordings (audio or video) of any medical service or care you receive without our staff's permission.
  - You are only permitted to photograph or record a patient alone or with their own visitors and family members.
9. Not bring any valuables to the hospital or send them home upon admission. We are not responsible for your belongings. If you are unable to send your valuables home, please speak with a staff member to secure them.
10. Respect property belonging to other people and the hospital
11. Keep the noise level low to support restful healing
12. Behave in ways that are considerate of others and do not put them at risk. This includes:
  - DO NOT drink alcohol, use tobacco products or recreational drugs
  - DO NOT display racist or discriminatory behaviors
  - DO NOT be aggressive or violent
  - DO NOT scream, use profanity or other offensive language

**NYU Langone Health does not tolerate the verbal or physical abuse of our staff. The inability to comply with these responsibilities may result in removal from the facility and/or an administrative discharge**

# Statement of Visitor Responsibilities

At NYU Langone Health, we recognize the role families, support persons and other visitors play in the healing process, and we ask you to collaborate with us in delivering an environment that is safe, respectful and conducive to healing.

## Visitor Responsibilities:

1. Review and adhere to NYU Langone Health's visitor guidelines
2. Wear a mask upon entry and while inside any NYU Langone Health facility; including patient rooms, waiting areas and cafeteria's when not eating
3. Do not visit if you are sick
4. Check-in prior to entry and wear a visitor badge at all times
5. Perform hand hygiene (i.e. wash hands, use hand sanitizer) upon arrival and when leaving the patient's room
6. Follow isolation precautions posted on the patient's door
7. Support rest and recovery of our patients by speaking quietly
8. Check with patient's nurse prior to bringing in any items to the patient, including food and beverage
9. To the extent possible, remain in the patient's room
10. Do not touch patient equipment
11. Do not administer medication or perform patient care
12. Look after your personal property. NYU Langone Health is not responsible for lost or misplaced items
13. Please do not take pictures of patients, staff or equipment. Livestreaming or recording (audio or video) of any medical service or care is not allowed
14. Alcohol, recreational drugs, tobacco or weapons are not permitted inside any NYU Langone Health facility
15. Refrain from using profanity or threatening language or behavior

**NYU Langone Health does not tolerate the verbal or physical abuse of staff. Any visitor who interferes with the care of patients, or whose behaviors or actions are deemed a threat to patient or staff safety, may be asked to leave and visitation rights may be restricted or suspended.**