



Nondiscrimination Policy Notice

As a recipient of Federal financial assistance, Albany Medical Center does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Albany Medical Center directly or through a contractor or any other entity with which Albany Medical Center arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

In case of questions, please contact:

Provider Name

Albany Medical Center

Contact Person/ Section 504 Coordinator

Kara Ritschdorff

Director of Hospital Regulatory Affairs

Telephone

518-262-3577

TDD or State Relay number

518-262-3756

Notice of Program Accessibility for Persons with Disabilities

Section 504 Notice of Program Accessibility

The regulation implementing Section 504 requires that an agency/facility:

“... adopt and implement procedures to ensure that interested persons including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons.” (45 C.F.R. §84.22(f))

Albany Medical Center and all of its programs and activities are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- › Convenient off-street parking designated specifically for disabled persons.
- › Curb cuts and ramps between parking areas and buildings.
- › Level access into first floor level with elevator access to all other floors.
- › Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- › A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids. Some of these aids include:
 - Qualified sign language interpreters for persons who are deaf or hard of hearing.
 - Twenty-four hour (24) readily available Video Remote Interpreting for individuals requiring American Sign Language services.
 - Readers and taped material for the blind and large print materials for the visually impaired.
 - Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, please let the receptionist or your nurse know. You may also contact the Department of Patient Relations at 518-262-3499.

A Note for Patient Visitors

The needs and comfort of our patients is the primary consideration in determining visitation. A family member, friend or other individual designated by the patient may be present for emotional support during the course of the hospital stay at the request of the patient, unless that request infringes on others' rights, safety, or is medically or therapeutically contraindicated. Visitor restrictions shall not be based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation or gender identity or expression. Please note:

- Generally, visiting hours are 10 a.m. - 8 p.m. The most up-to-date visitation guidelines can be found at **www.albanymed.org**.
- Visitors are required to refrain from smoking within the Center with the exception of specially designated outdoor areas.
- Albany Med's Zero Tolerance Policy prohibits abusive or violent behavior including threatening language, foul language, sexual comments, physical violence and inappropriate touching. These behaviors will not be tolerated. They compromise the safety of patients, visitors and staff and may result in removal from this facility and/or prosecution.

Additional restrictions may be implemented during the annual respiratory illness season or in the event of a public health emergency. Visit www.albanymed.org for updates to these restrictions.

Patient Responsibilities

As a patient in a hospital in New York State, you have the responsibility to:

1. Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health;
2. Report unexpected changes in your condition to the responsible person;
3. Report whether you clearly comprehend a contemplated course of action and what is expected of you;
4. Follow the treatment plan recommended by the practitioner responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders and enforce the applicable hospital rules and regulations;
5. Keep appointments and, when you are unable to do so for any reason, notify the responsible practitioner or the hospital;
6. Be responsible for your actions if you refuse treatment or do not follow the practitioner's instructions;
7. Assure that the financial obligations of your health care are fulfilled as promptly as possible;
8. Follow hospital rules and regulations affecting patient care and conduct, and;
9. Be considerate of the rights of other patients and hospital personnel and for assisting in the control of the noise, smoking, and the number of visitors. You are responsible for being respectful of the property of other persons and of the hospital.