

Ognomy Sleep Patient Bill of Rights

As a patient receiving services from one of our affiliated clinical organizations, you have the right to:

1. Dignity and Respect

- Be treated with courtesy, compassion, and dignity at all times.
- Receive care that is free from abuse, neglect, or exploitation.
- Be respected regardless of your race, color, ethnicity, religion, sex, gender identity, sexual orientation, age, disability, national origin, diagnosis, or source of payment.

2. Privacy and Confidentiality

- Have all aspects of your care conducted in privacy.
- Expect that your personal and medical information will be kept confidential and handled in accordance with HIPAA and other applicable laws.
- Receive a HIPAA Notice of Privacy Practices that explains how your information may be used and disclosed.

3. Information and Communication

- Be informed about your condition, proposed treatments, risks, benefits, and alternatives.
- Know the names, roles, and credentials of the individuals providing your care.
- Receive clear and honest communication and access to appropriate interpretation services (for most major languages) at no additional cost to you.

4. Participation in Care Decisions

- Participate actively in the development, implementation, and revision of your plan of care.
- Refuse care or treatment to the extent permitted by law and be informed of the consequences of refusal.

- You may designate a caregiver who will be informed and instructed on your care tasks.

5. Access to Services and Continuity of Care

- Receive timely and appropriate services consistent with your care plan.
- Be informed of any changes in services, staff, or scheduling that could affect your care.
- Be referred to other organizations if we are unable to meet your needs, such as in-person sleep centers.

6. Financial Information

- Receive information about charges, billing, and payment policies in advance of services being delivered.
- Be informed of any financial responsibility you may have and receive an explanation of your bill upon request.

7. Grievances and Complaints

- Express complaints or concerns about your care or services without fear of reprisal or discrimination.
- Have your complaint addressed promptly, with a response communicated within three (3) business days.
- Contact us at 877-664-6669 or support@ognomy.com to file a complaint.
- Access state agencies for additional grievance reporting, which will be provided upon request or as applicable by law.

8. Freedom from Coercion

- Refuse to participate in research, experimental treatment, or training programs without your clear consent.

9. Access to Records

- Review your medical records and request amendments in accordance with applicable laws.

- Request copies of your records and receive them in a timely manner.

10. Patient Responsibilities

- To support your care, you are responsible for:
 - Providing accurate and complete information about your health and health habits.
 - Notifying your provider if you do not understand instructions or cannot follow them.
 - Participating in your plan of care and informing us of any changes in condition or needs.
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State-Specific Rights

- New York
 - You may file a complaint about the care you receive with the appropriate state agency:
 - **General Care or Facility Complaints:**
 - NY State Department of Health
Phone: 1-800-804-5447
Online: health.ny.gov/facility-complaint
 - **Physician Conduct Complaints:**
 - Office of Professional Medical Conduct (OPMC)
Phone: 1-800-663-6114
Online: health.ny.gov/OPMC
 - **Licensed Professionals (e.g., nurses, therapists):**
 - NYS Education Department Office of Professional Discipline
Phone: 1-800-442-8106
Email: conduct@nysed.gov

Note: Additional rights may apply in your state and will be provided to you upon request.

Updated: 2025-06-11