Know Your Rights

Essential rights for nursing home residents in New York

Dignity and respect

Be treated as an individual, with courtesy, and make personal choices about daily life.

Quality medical care

Nursing, rehabilitation, social work and dental care based on your needs, and appropriate pain management.

Clear information

Know your health status, diagnosis, prognosis and treatment plan, with an interpreter if needed.

A voice in your care

Review your medical records, ask questions, join care planning, and give informed consent to treatment.

Freedom from abuse and discrimination

No verbal, mental or physical abuse. Gender identity and preferred pronouns are honored.

Speak up without fear

A formal grievance process, timely investigation, and no retaliation for raising concerns.

Privacy and personal space

Privacy in communications and medical matters, plus locked storage for personal belongings.

Access to information

See the latest state and federal inspection surveys and learn about resident advocate agencies.

Vote and join the resident council

Your right to vote stays the same. The resident council gives you a voice in community life.

Plan ahead

Receive Advance Care Planning education and appoint a trusted health care agent.

Helpful Tip: Rights work best when you take part. Join care planning, share your needs and preferences, and speak up when something feels off. Most concerns are best resolved by talking directly with the nursing home's social worker or administrator.

Still have a concern? The New York State Long-Term Care Ombudsman Program offers free, confidential support for residents and families. You can also file a complaint with the New York State Department of Health online or by phone. Complaints are kept confidential.