

PATIENT'S RIGHTS and RESPONSIBILITIES

As a patient, you have the right to:

Confidentiality / Privacy

1. Become informed of rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should patient so desire.
2. Be treated with dignity and receive considerate and respectful care provided in a safe environment, free from all forms of abuse or harassment. (A)
3. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
4. Confidential treatment of all communications and records pertaining to patient's care and visit at the Center. The patient's written permission shall be obtained before medical records can be made available to anyone not directly concerned with patient's care. (C)
5. Access information contained in your medical records within a reasonable time frame in accordance with state/federal laws and regulations.
6. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in the patient's healthcare.
7. Have a family member or representative notified promptly of admission to the Center.

Ethics

8. Exercise these rights without regard to age, race, disability, sex or cultural, economic, education, or religious background or the source of payment for care given.
9. Be advised of the surgery center's grievance process, should the patient wish to communicate a concern regarding the quality of the care patient receives. Notification of the grievance process includes: whom to contact to file a grievance, and that patient will be provided with a written notice of the grievance determination that contains the name of the Center's contact person, the steps taken on patient's behalf to investigate the grievance, the results of the grievance and the grievance completion date.
10. Expect reasonable safety insofar as the Center's practice and environment are concerned.
11. Know which rules and policies apply to conduct while a patient. Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
12. Know that you can express a complaint regarding your care or any violation of your rights, and that doing so will not adversely affect the quality of care provided.

Information about Treatment

13. Knowledge of the name of the physician and professional staff who have primary responsibility for coordinating the patient's care and the name and professional relationships of other physicians and non-physicians who will participate in care.
14. Receive information from the physician or designee about the illness, course of treatment and prospects for recovery in terms that the patient can understand.
15. Receive as much information about any proposed treatment or procedure as needed in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment. (D)
16. Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment. (E)
17. Formulate advance directives regarding patient's healthcare, and have center staff accept for placement on the patient record for use in the event of transfer from the center to an accepting facility (to the extent provided by state laws and regulations).
18. Have personal physician notified promptly of admission to the Center.
19. Change physicians if desired, either within the Center or another physician of the patient's choice.
20. Reasonable responses to any reasonable requests made for service.
21. Leave the Center even against the advice of the attending physician.
22. Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
23. Be advised if physician/Center proposes to engage in or perform human experimentation affecting the care or treatment. The patient has the right to refuse to participate in such research projects or clinical trials.
24. Be informed by the attending physician or designee of the continuing health care requirements following discharge.

Charges

25. Obtain information before scheduled procedure about payment requirements of the bill, regardless of source of payment.
26. Examine and receive an explanation of the bill regardless of source of payment.
27. A list of these 'Patient's Rights & Responsibilities', which shall be posted within the center so that such rights, may be read by patients.
28. Receive appropriate knowledge regarding absence of malpractice insurance.
29. Receive appropriate information regarding provider credentialing.
30. If eligible for Medicare, to know upon request and in advance of treatment whether a healthcare provider or facility accepts the Medicare assignment rate.

As a patient, you are responsible to:

1. Be respectful of all the health care providers and staff.
2. Smoke in designated areas outside the Center.
3. Be considerate of other patients by helping maintain a quiet atmosphere including cell phones, radios and other distractions.
4. Know your health insurance benefits and be responsible for the prompt fulfillment, including any co-pays or unmet deductibles at time of service, and accept personal responsibility for any charges not covered by your insurance.
5. Know which physician, hospital, laboratory, pathology center, or other service facility your insurance requires you to use.
6. Inform the physician or other medical staff if the treatment, explanations, or expectations are not understood.
7. To provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by the provider.
8. Once you and your physician have agreed upon your treatment plan, you must not deviate from the plan. Partial treatment will not be beneficial.
9. If you change your mind or refuse treatment, discuss your reasons with your physician. Accept responsibility for refusing or not following treatment plan.
10. Provide complete and accurate information to the best of your ability about your health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
11. Inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
12. Keep appointments and arrive at the designated time. Or if unable to keep the appointment, to notify the Center at least 24 hours prior to that time.
13. Letting the Center know when your rights are not being respected.