



PATIENT RIGHTS & RESPONSIBILITIES

PURPOSE

The purpose of this policy is to reinforce the facility's commitment to upholding the rights and responsibilities of our patients and to provide guidelines for staff to follow in the safe setting and care of these patients. The patient or patient's representative will be provided with verbal and written notice of the patient's rights in advance of the date of the procedure, in a language and manner that the patient or the patient's representative understands. The written notice of the patient rights should be prominently displayed in a place or places within the Ambulatory Surgery Center (ASC) likely to be noticed by patients (or their representative, if applicable), e.g. - waiting for treatment, in the patient waiting room. **The patient's rights should be posted, followed and promoted.**

POLICY

The quality of patient care is enhanced when the patient's preferences, rights and responsibilities are incorporated into the plan of care. All patients receiving care at the Practice are entitled to specific patient rights during their interactions with Practice personnel. Considerate, respectful care, focused upon the individual needs of each patient will be provided.

PROCEDURE

- 1.** To provide processes by which care, and treatment decisions are made that elicit respect and incorporate the patient's preferences for:
 - Expression
 - Decision
 - Action
 - Concern for human dignity
 - Concern for human relationships
- 2.** To post in each treatment room, a copy of the Patient's Rights and Responsibilities for review by the patient.
- 3.** To define clearly for all the staff, the patient's rights. All facility personnel and medical staff members shall observe these patient's rights.

4. To define the reasonable responsibilities of the patient/family to the Practice in relation to the time of appointment/treatment.
5. It is acceptable for the ASC to provide the required patient rights notice for the first time to a patient on the day that the surgical procedure is scheduled to occur but must be provided prior to the actual procedure being performed.
6. Patient Rights must be prominently posted in the facility.

Patient Rights:

The organization's Governing Board and medical staff have adopted the following statement of patient rights.

These rights are explained to the patient or the patient's representative (as allowed under state law). These rights shall include, but not be limited to, the patient's right to:

1. Patients are treated with respect, consideration, dignity and are provided with appropriate personal privacy.
2. Patients have the right to receive adequate notice regarding this facility's privacy practices. Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse the release, except when release is required by law.
3. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
4. When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients.
5. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
6. Patients have the right to the facility's rules and regulations as they apply to their conduct, responsibilities, and participation as a patient.
7. The patient has the right to change their provider if other qualified providers are available.
8. Be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care, and related fees for services rendered.
9. Be informed of charges, fees for service, payment policies, receive an explanation of your bill and receive counseling on the availability of known financial resources for health care services.

10. Be informed of your right to refuse to participate in experimental research if applicable.
11. Know that, in the event that a patient has an advance directive, it is the policy of this facility to resuscitate all patients; however, any advance directive will be noted in the patient medical record and will be communicated to other medical facilities, if a transfer is needed.
12. The patient has the right to receive enough information from the OMS and/or Physician so that he/she can understand the services being rendered in order to sign the informed consent.
13. The patient may leave this facility, even against the advice of his or her OMS and/or Physicians.
14. Reasonable continuity of care and advance knowledge of the time and location of appointment, as well as knowledge of the OMS and/or physician providing the care.
15. Be free from all forms of abuse, discrimination, harassment, or reprisal. Receives access to equal medical treatment and accommodations regardless of race, creed, sex, national origin, religion, or sources of payment for care.
16. Know that your OMS and/or physician may have financial interests or ownership in this facility.
17. Know the name and role of your caregiver (e.g., doctor, nurse, technician, etc.). You have a right to request information, malpractice insurance coverage and/or credentials about the OMS and/or physician providing your care.
18. Report any comments or voice any grievances concerning the quality of services provided to the patient during the time spent at the facility without being subjected to discrimination or reprisal and receive timely, fair follow-up on your comments.
19. Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.

Patient Responsibilities:

As a patient in our center, you have certain responsibilities, which includes:

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
2. Follow the treatment plan prescribed by his/her provider.

3. Provide a responsible adult to transport him/her home from this facility and remain with him/her for 24 hours required by his/her provider.
4. Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
5. Accept personal financial responsibility for any charges not covered by his/her insurance.
6. Patient conduct, be respectful of all the health care providers and staff, as well as other patients.
7. Respect the privacy of other patients.
8. To work with your health care team and to follow all safety rules.
9. To tell your doctor about any changes in your health after you leave our center.
10. To keep, or cancel in a timely manner, your scheduled appointments for your health care.
11. To tell your healthcare team if you wish to change any of your decisions.
12. To ask for clarification if you do not understand any information or instructions given to you by your healthcare team.

IF YOU HAVE CONCERNS:

If you have any questions or concerns about your responsibilities, you can contact our administrator. File a grievance with the facility by contacting the Clinical Director, via telephone or in writing, when you feel your rights have been violated. See grievance policy.