Patient Rights and Responsibilities

PATIENT RIGHTS

We respect the dignity and pride of each individual we serve. We comply with applicable Federal and right laws and do not discriminate on the basis of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, national origin, marital status, veteran status, sexual preference or ability, or any other basis prohibited by federal, state, or local law. Each individual shall be informed of the patient’s rights and responsibilities in advance of admission to the surgery center. We do not discriminate on the basis of race, color, creed, or national origin, veteran or non-veteran status, gender, gender identity, gender expression, sexual orientation or disability. All visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or otherwise reasonable restriction or limitation that facilities may need to place on such rights.

Considerate and Respectful Care

To review, evaluate and report any negative experiences.

To be free from all forms of abuse and harassment.

To be treated with consideration, respect and recognition of their individuality by the need for privacy in treatment. This includes the right to the facility to provide a person of one’s own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed or any longer than is required for accomplishing the medical purpose for which the patient was asked to undress.

Information regarding Health Status and Care

To be informed of his/her health status in terms that patient can reasonably be expected to understand, and to participate in the development and the implementation of his/her plan of care and treatment.

To be told the names and functions of all physicians and other health care professionals who are providing direct care to the patient.

To be informed of any continuing health care requirements after his/her discharge from the surgery center, and each patient shall have a written discharge instruction and when necessary, overnight supplies. The patient shall also have the right to receive assistance from the physician and appropriate staff in arranging for required follow-up care.

To be informed of risks, benefits and side effects of all medications and treatment procedures, particularly those considered investigational or experimental.

To be informed of all appropriate alternative treatment procedures and their potential benefits and costs of care, treatment and services.

To appropriate assessment and management of pain.

To be informed if the surgery center has authorized other health care and/or managed care organizations to participate in the patient’s treatment.

The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.

Decision Making and Notification

To choose a person to be his/her healthcare representative and/or decision maker. The patient may also exercise his/her right to exclude any family members from participating in his/her healthcare decisions.

To have a family member, chosen representative and/or he/she own representative present and stay with him/her at the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, where aseptic procedures are performed, etc.).

To consult with and to take part in religious or social activities while in the surgery center, unless your doctor thinks these activities are not medically advised.

To safe, secure and sanitary accommodation and limited interruptions permitted prior to discharge.

To accept visitors outside the facility by means of verbal and written communication.

To have visitation and accountability for facility buildings and grounds. We recognize the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make America society more accessible to people with disabilities. The facility policy is as follows.

To a prompt and reasonable response to questions and requests for services.

Access to Medical Records

To have his/her medical records, including all computerized medical information, kept confidential and to arrange for copying information within a reasonable time frame. The physician may decide who may receive copies of the records, except as required by law.

Upon request, the patient shall receive in accordance with the surgery center’s policies regarding records requests, patients have the right to obtain copies of their medical records.

Ethical Decisions

To participate in determining treatment in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding medical treatment services, foregoing or withdrawing life sustaining treatment, and participation in investigational studies or clinical trials.

If the healthcare facility or its team decides that the patient’s refusal of treatment prevents him/her from participating in the surgery center’s activities, the patient may be terminated.

Protective Services

To access protective and advocacy services.

To be free from restrictions of any form that are not medically necessary or are used as a means of coercion, discipline, confinement, or retaliation.

To all legal and civil rights as a citizen unless otherwise prescribed by law.

To have upon request to patients’ physicians an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve your life.

To a prompt review of alleged violations of patient rights.

To report emergency procedures to be carried out without unnecessary delay.

To consent to a procedure or treatment and to access the information necessary to provide such consent.

To refuse to perform work for the facility unless the work is part of the patient’s treatment and is done by choice of the patient.

To file a complaint with the Department of Health, Food, and Drug of the local or State, or any other health improvement, accreditation or other certifying body if the facility has a concern about patient abuse, neglect, or exploitation, including misappropriation of patient’s property in the facility or other unresolved complaint, patient safety or quality concern.

Payment and Administration

To examine and receive an explanation of the patient’s charges, including the necessity, overnight supplies. The patient shall also have the right to receive assistance from the physician and appropriate staff in arranging for required follow-up care.

To be informed of their financial responsibility, including all computerized medical information, kept confidential and to arrange for copying information within a reasonable time frame. The patient may decide who may receive copies of the records, except as required by law.

To keep appointments or notifying the facility or physician when he/she is unable to keep the appointment.

To be responsible for his/her actions should he/she refuse treatment or not participate in his/her health care.

To provide accurate and complete information concerning his/her health status.

To the facility’s policies regarding records requests, patient and dependent’s right to obtain copies of records, except as required by law.

To request and expense of the patient if the patient’s refusal of treatment prevents him/her from participating in the surgery center’s activities, the patient may be terminated.

To an impartial review of alleged violations of patient rights.

To report emergency procedures to be carried out without unnecessary delay.

To consent to a procedure or treatment and to access the information necessary to provide such consent.

To refuse to perform work for the facility unless the work is part of the patient’s treatment and is done by choice of the patient.

To file a complaint with the Department of Health, Food, and Drug of the local or State, or any other health improvement, accreditation or other certifying body if the facility has a concern about patient abuse, neglect, or exploitation, including misappropriation of patient’s property in the facility or other unresolved complaint, patient safety or quality concern.

Additional Patient Rights

To be informed of a violation of patient rights or any safety concerns, to any impartial review of alleged violations of patient rights.

To an impartial review of alleged violations of patient rights.

To report emergency procedures to be carried out without unnecessary delay.

To consent to a procedure or treatment and to access the information necessary to provide such consent.

To refuse to perform work for the facility unless the work is part of the patient’s treatment and is done by choice of the patient.

To an impartial review of alleged violations of patient rights.

To an impartial review of alleged violations of patient rights.

To provide accurate and complete information concerning his/her health status.

To the facility’s policies regarding records requests, patient and dependent’s right to obtain copies of records, except as required by law.

To keep appointments or notifying the facility or physician when he/she is unable to keep the appointment.

To be responsible for his/her actions should he/she refuse treatment or not participate in his/her health care.

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