As a patient at Westfall Surgery Center, you have the right, consistent with the law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, Westfall Surgery Center will provide assistance, including an interpreter.

2. Receive treatment without discrimination as to age, race, color, religion, sex, national origin, disability, sexual orientation, marital status, or source of payment.

3. Receive considerate and respectful care in a clean and safe environment free of all forms of abuse or harassment and unnecessary restraints.

4. Receive emergency care if you need it.

5. Be informed of the name and position of the doctor who will be in charge of your care at Westfall Surgery Center.

6. Know the names, positions, and functions of any Westfall Surgery Center staff involved in your care; and refuse their treatment, examination, or observation.

7. Receive complete information about your diagnosis, treatment, and prognosis.

8. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment and alternatives for care of treatment.

9. Refuse treatment and be told what effect this may have on your health, including the right to change your provider if other qualified providers are available.

10. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

11. Privacy and confidentiality of all information and records regarding your care.

12. Participate in all decisions about your treatment and discharge from Westfall Surgery Center. Westfall Surgery Center must provide you with a written discharge plan.

13. Review your medical record without charge, and obtain a copy of your medical record for which Westfall Surgery Center can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

14. Receive an itemized bill and explanation of all charges.

15. Complain without fear of reprisals about the care and services you are receiving, including appropriateness of discharge, and to have Westfall Surgery Center respond to you and, if you request, a written response. Complaints and concerns can be addressed in any one of the following ways:

   a. Discuss with the physician.

   b. Discuss with the Administrative Director at Westfall Surgery Center (585) 256-1330.

   c. Write or call the New York State Department of Health, Office of Health Systems Management, 335 East Main Street, Rochester, New York 14604, (585) 423-8053.

   d. Write or call the Medicare Peer Review, IPRO, Inc., Beneficiary Outreach Department, 1979 Marcus Avenue, 1st Floor, Lake Success, New York 11042, (800) 331-7767.

   e. Visit the website for the Medicare Beneficiary Ombudsman at www.cms.hhs.gov/center/ombudsman.asp.

16. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

17. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card (available at the Center).