

Insurance Concerns

If you have questions or concerns about decisions made by your managed-care health insurance plan, contact the Business Coordinator at the Surgery Center.

Rights of the Disabled

When serving the disabled, our surgery centers continually strives to meet the objectives of the Americans with Disabilities Act and the Virginians with Disabilities Act. If you encounter any physical or communication barrier during your time at the surgery center, or if you believe you have been denied access to the full array of services because of your disability, please contact the surgery center Administrator.

Services for the Deaf and Hard of Hearing

To ensure effective communication with patients, their family members and companions who are deaf or hard of hearing, we provide auxiliary aids and services free of charge, such as:

- Sign language and oral interpreters
- Telecommunications typewriters for the deaf or hearing impaired (TTY)
- Video remote interpreting (VRI) enabled with point to point video calls (VRS) and text functionality
- Written materials
- Telephone handset amplifiers
- Pocketalkers
- Telephones compatible with hearing aids
- Open and closed captioning of most surgery center programs

Please ask your nurse or other surgery center personnel for assistance, or contact 703-776-7641.

Contact Numbers

Inova Surgery Center - Franconia

6355 Walker Lane, Suite 200
Alexandria, VA 22310
703-922-9501

Inova Surgery Center - Loudoun

44035 Riverside Parkway, Suite 200
Leesburg, VA 20176
571-209-6465

Inova Surgery Center - Woodburn

3289 Woodburn Road, Suite 100
Annandale, VA 22003
703-226-2640

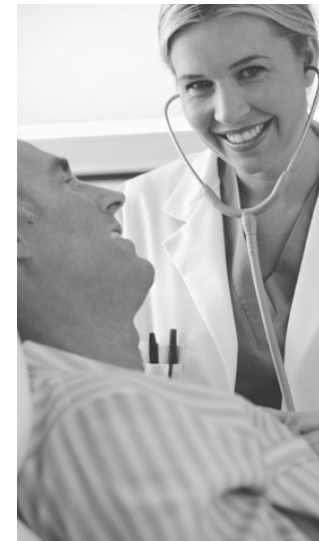
Northern Virginia Surgery Center

3620 Joseph Siewick Drive, Suite 202
Fairfax, VA 22033
703-766-6960

Inova Health System maintains an ownership interest in the surgery centers.

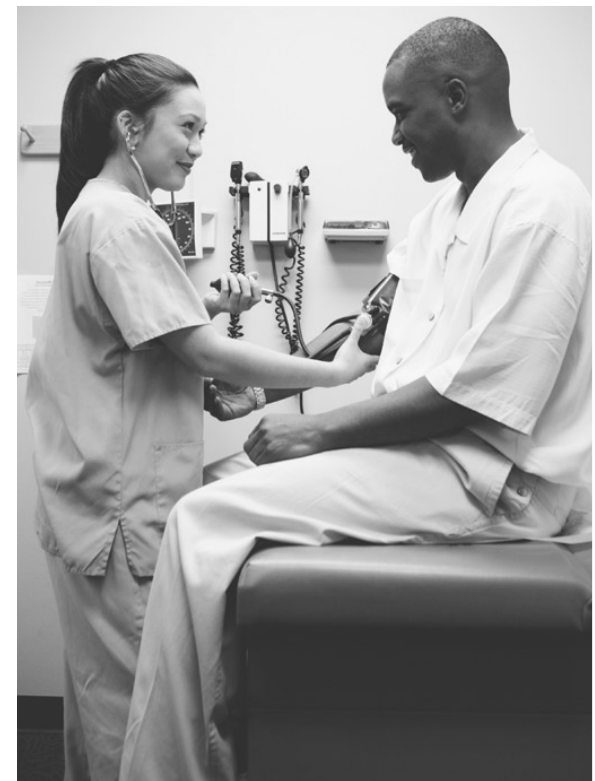
Inova Health System is a not-for-profit healthcare system based in Northern Virginia that consists of hospitals and other health services, including emergency and urgent care centers, home care, nursing homes, mental health and blood donor services, and wellness classes. Governed by a voluntary board of community members, Inova's mission is to improve the health of the diverse community it serves through excellence in patient care, education and research. Inova provides a healthy environment for its patients, families, visitors, staff and physicians by prohibiting tobacco use on its campuses.

inova.org



Inova
Surgery Center

**Patient Rights
and Responsibilities**



Patient Rights and Responsibilities

We can provide better healthcare when you and your family work together as partners with our staff. It is our responsibility to advise you of your rights as a patient; you also have responsibilities in your treatment and care. We urge you to ask questions, be proactive and take an active part in your healthcare plan. If you have questions or concerns, please discuss these with any staff member or contact the surgery center's Administrator.

Overview of Patient Rights

While you are in our surgery centers, you have certain rights as a patient. You have the right to:

- Make informed decisions regarding your care
- Exercise your rights without being subjected to discrimination or reprisal
- Voice grievances regarding treatment or care that is (or fails to be) furnished
- Be fully informed about a treatment or procedure and the expected outcome
- Be involved in decisions involving your healthcare
- Be treated with respect, consideration and dignity
- Respectful care given by competent personnel with consideration of privacy
- Be given the name of your attending physician, the names of all other physicians directly assisting in your care, the names and functions of other healthcare persons having direct contact with you
- Know that the center's policy on Advanced Directives is that all life saving efforts will be performed for any patient receiving care at the center
- Expect emergency procedures when necessary to be implemented without delay
- Expedient and professional transfer to another facility when medically necessary and to have your responsible emergency contact and the acute-care facility notified before transfer
- Have documented in the Medical Record whether or not you have executed an Advanced Directive
- Have a copy of any Advanced Directive or Living Will included within your Medical Record in the event transfer to an acute-care facility becomes necessary
- Submit verbal and/or written grievances and to have the grievance investigated by a person in authority at the center,

documentation of the existence, submission, investigation and disposition of any grievance

- Know which Surgery Center rules apply to their conduct as a patient
- Absence of clinically unnecessary diagnostic or therapeutic procedures
- Treatment that is consistent with clinical impression or working diagnosis
- Good quality care and high professional standards that are continually reviewed and maintained
- An increased likelihood of desired health outcomes
- Receive a second opinion concerning the proposed surgery, if requested
- Accessible and available health services; information on after-hour and emergency care
- Give informed consent to the physician prior to the start of the procedure
- Be advised of participation in a medical care research program or donor program; you shall give consent prior to participation in such a program; you may also refuse to continue in a program that you have previously given consent to participate in
- Receive appropriate and timely follow-up information of abnormal findings and tests
- Receive appropriate and timely referrals and consultations
- Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures
- Medical and Nursing services without discrimination based on age, race, color, religion, sex, national origin, disability or source of payment
- Have access to an interpreter whenever necessary
- Upon request, be provided with access to all information contained in the Medical Record
- Accurate information regarding the competence and capabilities of the center
- Change primary or specialty physician if other qualified physicians are available
- Health Services provided are consistent with current professional knowledge
- Information on Provider credentialing
- Information on services provided at the center
- Information on payment and fee policies

Patient Responsibilities

As a patient, you are responsible for the following:

- Provide full cooperation with instructions given by his/her surgeon, and anesthesiologist and the Surgery Center staff in regard to pre-, intra and post-op care
- Provide the Surgery Center staff with all medical information, which may have a direct effect on the providers at the Surgery Center
- Provide the center with all information regarding third party insurance coverage
- Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier.

Your Healthcare Decisions

You have the right to create and communicate advance directives. We want to know, and will respect, your decisions about medical care. These decisions, called advance directives, can include such things as:

- A living will
- A durable power of attorney for healthcare decisions
- Organ donation wishes

If you have advance directives, please provide a copy to your nurse. If you want more information about advance directives, please ask your nurse or the surgery center's Administrator.

If You Have Questions, Concerns or Comments

To receive more information on patient rights and responsibilities, contact the surgery center's Administrator. They are here to help patients and families with problems, special needs, and any questions and concerns about policies.

If you choose, you may also contact the Virginia Department of Health, 9960 Maryland Drive, Suite 401, Richmond, VA, 23230-1463, 800-955-1819.