

# **Day Surgery Center**

## **(863) 293-8471**

### **Patient's Rights and Responsibilities Statement**

Day Surgery Center (DSC) respects the basic human rights and personal dignity of each patient. As a patient, you have the right and responsibility to be informed and participate in decisions involving your care and treatment. When you are either incapacitated, incompetent or a minor, your rights can be exercised by a legally authorized person. Florida law requires that your physician or health care facility recognize your rights while you are receiving medical care and that you respect the physician or health care facility's right to expect a certain behavior on the part of the patient. You may request a copy of the full text of this law from your physician or health care facility. A summary of your rights and responsibilities follows:

### **Patient's Rights**

**As a patient, you have the right to:**

- Impartial access for medical treatment or accommodations, regardless of race, national origin, religion, physical handicap or source of payment.
- Treatment for any emergency medical condition that will deteriorate your health from failure to provide treatment.
- Be treated with courtesy and respect, with appreciation of individual dignity, and with protection of your need for privacy.
- Prompt and reasonable response to questions and requests.
- Know who is providing medical service and who is responsible for your care.
- Know what patient support services are available, including whether an interpreter is available if you do not speak or understand English.
- Know what rules/regulations apply to your conduct. To be given information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- Refuse any treatment except as otherwise provided by law.
- Be given upon request, full information and necessary counseling on the availability of known financial resources for your care.
- If eligible for Medicare, the right to know, upon request and in advance of treatment, whether provider or facility accepts the Medicare assignment rate.
- Receive upon request and prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable estimate of charges for medical care.

- To express grievances regarding any violation of your rights, as stated in the Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.
- This is to inform you that certain physicians that perform procedures at the DSC have a partnership in the facility. If you have any questions regarding your physician please do not hesitate to ask.

## **Patient's Responsibility**

As a patient, you are responsible to:

- Provide to the health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- Report unexpected changes in your condition to the health care provider.
- Report to the health care provider whether you comprehend a contemplated course of action and what is expected.
- Follow the treatment plan recommended by the health care provider.
- Keep appointments and, if unable to do so for any reason, notifying the health care provider or health care facility.
- For your actions if you refuse treatment or do not follow the health care providers instructions.
- Assure that the financial obligations of his or her health care are fulfilled as promptly as possible.
- Follow health care facility rules and regulations affecting patient care and conduct.

## **Guidelines for Fall Prevention**

- Use your call light for help; wait for the nurse to assist you.
- The Day Surgery Center will provide you with non-slip socks, please keep them on during your stay.
- If you feel weak or dizzy when you need to get up, call us for assistance.
- Do not go to the bathroom unattended. When you are finished, someone will assist you back to bed. If you feel weak or dizzy while in the bathroom, use the pull cord to call for help.
- We ask for your assistance if you see any broken furniture, wet floors, or anything blocking the walking area. Please let us know!
- Ask the nurse for help to get out of bed if you are connected to cords and tubes.
- Ask the nurse to make sure the call light is within your reach.
- Do not lean on the bedside table—the table is on wheels.
- A family member or friend may sit with you before and after your procedure.

## Safety Goals

The Administration of the Day Surgery Center is committed to protecting the patient's rights and providing quality care. The Joint Commission requires Surgery Centers and Hospitals to improve patient safety by focusing on health care safety problems and how to solve them. We want you to be aware of these goals as well.

**Speak Up** if you have a question or concerns, and if you don't understand, ask again. It's your body, and you have the right to know.

- You can share your compliments, suggestions or safety concerns via our patient satisfaction survey.
- You can call the Administrator at (863) 293-8471 to address any concerns you may have.

**Pay attention** to the care you are receiving. Make sure you're getting the correct tests, treatment and medication from the right health care professionals.

**Educate** yourself about the medical tests you are scheduled to undergo, your diagnosis, and your treatment plan.

**Ask** a trusted family member or friend to be your advocate.

**Know your** lab results and the medications that you take.

**Participate in all decisions about your treatment.**

**You are the center of the health care team.**

Here at the Day Surgery Center we understand that surgery can be confusing and uncertain time for both the patient and their family. It is our belief that educating our patients and allowing them to participate in their health care, helps to reduce anxiety and promotes better patient outcomes.

It is our goal that your involvement in the preoperative preparation of your surgery will reassure you that the Day Surgery Center has put in place many safety measures to protect you in all phases of your surgery.

**With our patients being our No. 1 priority at the Day Surgery Center, we have established the following safety module:**

### WE WILL OVER "C" YOUR HEALTH CARE

- C. **Communicate** Please communicate any health care concerns you may have. Ask your nurses about hand washing.
- C. **Collaborate** A "Time Out" will be performed throughout your stay at the DSC. This is a process that includes you as the patient and all of our employees. You will be asked to be identified by stating your name, date of birth and your armband will be verified. This will happen numerous times during the course of your visit with us.  
Your surgeon or designee will mark the surgical site if indicated with a colored marker.
- C. **Continuity** Your surgeon and anesthesia provider may or may not order medications for you prior to your procedure. If an antibiotic is administered our nurses pay special attention to the timing of the antibiotic to ensure proper protection against postoperative infections.
- C. **Consent** The preoperative nurses, anesthesia providers, and the surgical team will verify you understand your procedure and have signed the proper consents. If you

have any questions you will have the opportunity to discuss your concerns with your surgeon prior to your procedure.

C. **Compassion/Care** Our employees are rated extremely high from our patient satisfaction surveys. It is our mission to serve you. If you are cold, do not hesitate to ask for an additional blanket, or to be connected to a warming hose. (These hoses are located throughout the facility.)

C. **Cost** We strive to provide quality health care services that reduce cost to the patient.

C. **Community** We want to achieve long term success by providing the community with health care services that patients recommend to their families, that physicians prefer for their patients and that employees are proud.