

Patient Rights & Responsibilities

The Staff of the Surgicenter of Kansas City pledge to do their personal best to provide our patients and their families with the highest quality of care and excellence in providing services for outpatient surgical procedures. All patients and their families are considered to be participating members of the health care team and are expected to take an active role in their care and treatment to the extent they are able.

Each patient has the right to the following:

- Receive respectful, considerate, dignified care in a safe setting by competent personnel.
- Be informed of patient rights during the admission process.
- Be fully informed in advance about a treatment or procedure and the expected outcome in order to make an informed decision.
- Refuse care and treatment and to be informed of the medical consequences of the refusal.
- Formulate advance directives and to have the Center comply with the directives unless the Center notifies the patient of the inability to do so.
- Appoint, either voluntarily or by order of a court, a personal representative to exercise patient rights on behalf of patient.
- Receive a Notice of Privacy Practices outlining the patient's right to privacy and confidentiality of medical records.
- Be free from all forms of abuse and harassment.
- Voice complaints and grievances regarding treatment or care that is (or fails to be) furnished.
- Complaints or grievances may be directed to the Administrator of the Surgicenter of Kansas City, Rebecca Eckhoff 1800 East Meyer Boulevard, Kansas City, MO 64132 (816)523-0100. The complaints and grievances addressed in a timely manner.
- **May also lodge a complaint with the Missouri Department of Health and Senior Services, Bureau of Health Services Regulation, P.O. Box 570, Jefferson City, MO 65102-0570 (573) 751-6303 or by accessing the Medicare Beneficiary Ombudsman website at <http://www.cms.hhs.gov/center/ombudsman.asp> or call 1 (800) 683-4227.**
- Exercise patient rights without discrimination or reprisal.

Each patient has the following responsibilities:

- To communicate needs clearly to health care providers.
- Be considerate of other patients and the personnel of the Center.
- Assist in the control of noise, smoking and other distractions. The patient and his/her family are responsible for the respect of property of others and the Center.
- To report whether or not he/she clearly understands the planned course of treatment and what is expected of the patient
- To disclose any information that may be necessary in the planning or management of the patient's care.
- For keeping appointments and, when is unable to do so for any reason, for notifying the Center and the physician.
- For following instructions regarding medications, pre or post procedure instructions and asking questions.
- For promptly fulfilling his or her financial obligations to the Center.
- To be knowledgeable about the patient's health insurance coverage and benefits by third party payers and the necessary requirements of the insurance policy. This includes all pre-certification, pre-authorization or referrals for procedures.
- To provide the Center with accurate and complete information necessary for billing and processing claims.
- To promptly report any complication to their physician in a timely manner.

All Health Care Professionals providing services have been credentialed under the Surgicenter's credentialing process. Questions regarding the credentials of the healthcare providers may be directed to the Administrator of the Center.