

Patient Rights

Each person receiving service at the Surgery Center have the following rights:

- To be treated courteously, and you may ask questions and receive answers about your care.
- To know what treatment and procedures your doctor is recommending. If you don't understand them, you should ask questions. You may refuse care or treatment to the extent permitted by law. However, if you refuse care or treatment or do not follow instructions, you are responsible for the result.
- To be fully informed about a procedure or treatment and the expected outcomes before it is performed.
- To be involved in all decisions about your care, treatment and services.
- To receive information in a manner that you understand. The Surgery Center will provide interpretation and translation services for patients with language barriers, and vision, hearing or cognitive impairment in a manner that meets your needs.
- To expect privacy and safe surroundings while you are in the Surgery Center.
- To be provided with appropriate assessment and management of pain.
- To change primary or specialty physicians if other qualified physicians are available.
- To be free from neglect, exploitation, and verbal, mental, physical and sexual abuse.
- To be free from discrimination on the basis of your race, religion, color, national origin, sex, age, handicap, marital status, sexual preference or source of payment.
- To raise questions if you are dissatisfied with any aspect of your care and to have complaints reviewed by the Surgery Center.
- To voice grievances regarding treatment that is (or fails to be) furnished.
- To exercise your rights without being subject to discrimination or reprisal.
- To exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient.
- To be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care,
- To be informed of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate.
- You may ask about financial help available through the surgery center. You should be informed when you are no longer eligible for insurance or when payments of your bill by others will end.

Patient Rights Continued

- To be provided with information on outcomes of care, treatment, and services that the patient needs in order to participate in current and future health care decisions and unanticipated outcomes. (CMS)
- To expect that communications and records about your care will be treated confidentially.
- To obtain a copy of your medical record
- To approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contact.
- To be informed of an Advance Directive and Do Not Resuscitate will be temporarily suspended during their procedure until the patient is discharged from the facility or transferred to a higher level of care. At which time the patient, family and attending physicians may discontinue such support according to the wishes of the patient.