

REAGAN STREET

SURGERY CENTER

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights and Responsibilities were established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, family, physician and the facility caring for the patient. Patients shall have the following rights without regard to age, race, sex, national origin, religion, culture, physical handicap, personal values or belief systems.

THE PATIENT HAS THE RIGHT TO:

Be treated with respect, consideration and dignity.

Expect personnel who care for the patient to be friendly, considerate, respectful and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.

Expect full recognition of individuality, including privacy in treatment and care. In addition, all communications and records will be kept confidential.

Complete information, to the extent known by the physician, regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.

Be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care and related fees for services rendered.

Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.

Refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.

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 contract. Personal records are accessible.

Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.

Express grievances/complaints and suggestions at any time and be informed about procedures for expressing suggestions to the organization and policies regarding grievance procedures.

Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.

Have an advance directive, such as a living will or healthcare proxy. A patient who has an advance directive must provide a copy to the facility and his or her physician so that in the event of a medical emergency the Advanced Directive will be transferred with them. This center does not honor DNR requests and the patient may elect to have surgery elsewhere.

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PATIENT RIGHTS AND RESPONSIBILITIES (Cont.)

Be fully informed before any transfer to another facility or organization.

Express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.

THE PATIENT IS RESPONSIBLE FOR:

Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.

Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting their right to care at the facility and being responsible for the outcome.

The patient and family are responsible for providing the most accurate and complete information possible about the patient's present complaints, past illnesses, previous hospitalizations, past and current medications, unexpected changes in the patient's condition and other health matters, allergies, surgical history and current medications.

The patient and family are responsible for making the healthcare providers aware if they do not understand the proposed treatment or any expectations of them.

The patient and family are responsible for following all instructions given them, for expressing any concerns regarding their ability to comply, and understand the consequences of not complying. The facility staff seeks to adapt to the patient's plan of care to meet the patient's particular needs, limitations and handicaps when made aware of them.

The patient and family are responsible for outcomes if they do not follow the instructions or plan of care prescribed.

The patient and family are responsible for following the rules and regulations of the facility governing patient care and conduct.

The patient and family must show consideration for other patients, visitors and staff and help to control noise, avoid smoking and other distractions. In addition, the patient and family are responsible for respecting the property of other and of the facility.

The patient and family, through posted signs and handouts, are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs and expectations.

Promptly fulfilling his or her financial obligations to the facility.

Providing correct information on patient registration form.

To bring a responsible adult caregiver/driver if requested.