

## **Patient Rights**

### **Policy:**

The Surgery Center adopts a Patient's Bill of Rights not only as a legal requirement, but also with the expectation that observation of these rights will contribute to more effective patient care and greater satisfaction for the patient, physician, and Surgery Center staff. A personal relationship between the physician and the patient is essential for quality care. The traditional physician-patient relationship takes on a new dimension when care is rendered within a framework of mutual respect.

### **Procedure:**

#### **Patient Rights and Responsibilities**

1. The patient has the right to considerate and respectful care given by competent personnel, to be free from abuse or harassment, and to receive care in a safe and secure setting in which their person, and their property are respected and safeguarded.
2. The patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners participating in his care, and the names, functions and credentials of other health care persons having direct contact with the patient.
3. The patient has the right to consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, patient disclosures, records, examination, and treatment are considered confidential and should be conducted discretely.
4. The patient has the right to have records pertaining to his/her medical care should be treated as confidential, except as otherwise provided by law or third-party contractual arrangements.
5. Patients have the right to know what facility rules and regulations apply to their conduct as a patient. The patient has the right to know what services are available at the center. The patient is informed of after-hours and emergency care.
6. Patients have the right to expect emergency procedures to begin without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed; to expect and receive appropriate assessment, management, and treatment of pain as an integral component of care; and to be free from all forms of harassment and abuse. Patients are given the opportunity to participate in decisions involving their healthcare, unless otherwise contraindicated.
8. The patient has the right to full information in layman's terms concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to a responsible person.
9. Except for emergencies, the practitioners shall obtain the necessary informed consent prior to the start of the procedure. Also prior to the day of the procedure, the patient has a right to information regarding Advance Directives if requested, and to have the presence of an Advanced Directive documented in the patient's medical record. <http://www.oag.state.md.us/healthpol/advancedirectives.htm>.
10. A patient, or if the patient is unable to give informed consent, a responsible person, has the right to be advised when practitioner is considering the patient as part of a medical care experimental research program or donor program, and the patient or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.

11. The patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of a refusal of drugs or procedures. The patient has the right to change their provided if other qualified providers are available.
12. A patient has the right to medical and nursing services, without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
13. A patient who does not speak English shall have access, where possible, to an interpreter.
14. The facility shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
15. The patient has the right to expect good management techniques to be implemented within this surgery center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
16. When an emergency occurs and the patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
17. The patient has the right to examine and receive an explanation of his/her bill.
18. The patient has the right to expect that the surgery center will provide information for continuing health care requirements following discharge and the means for meeting them.
19. The patient has the right to be informed of these rights at the time of admission.
20. The patient has the right to obtain information as to any relationship of the facility to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, which is treating him/her. The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.
21. The patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations.

The patient has the right to make recommendations or lodge a complaint about any aspect of care. Grievances will be investigated promptly, and the Director of Nursing or Administrator will contact the patient within 7 days and a written response provided within 30 days, along with the information on any further rights of appeal that may apply. The patient may make a complaint to the Center's Administrator at (410)-535-9287, or to the Medical Director, Dr. J. Wanner (410)-535-9287. The patient may also file a complaint with the Maryland Department of Health and Mental Hygiene Office of Healthcare Quality, (877) 402-8218 Complaint Hotline, and online at [www.dhmh.state.md.us/ohcq/](http://www.dhmh.state.md.us/ohcq/); or with the Office of the Medicare Beneficiary Ombudsman, [www.medicare.gov/ombudsman](http://www.medicare.gov/ombudsman); or with the Accreditation Association for Ambulatory Health Care (AAAHC) at (847) 853-6060.
22. The Administrator will attempt to resolve the concern and inform the patient within 7 days.

If the patient continues to have a concern, the patient may submit the complaint or grievance in writing within thirty (30) days. If the Medical Director is not able to make a determination within this thirty (30) day period he/she will notify the patient in writing regarding the status of the grievance.
23. The patient has the right to be informed of these rights at the time of admission.

In addition, this facility's patients have an obligation to conduct themselves appropriately and provide sufficient information to the facility's staff to facilitate their own care. Accordingly, this facility also adopts a statement of Patient Responsibilities:

1. The patient is responsible for informing the surgery center staff of any changes in their health status that could affect their treatment. The patient is responsible for providing complete and accurate information to the best of his/her ability about his/health.
2. The patient is responsible for adhering to the prescribed treatment plan and/or advising the surgery center to staff of any intention/desire not to adhere to the prescribed treatment plan.
3. The patient is responsible for asking questions and seeking clarification regarding areas of concern.
4. The patient is responsible for completing any health status questionnaires requested by the surgery center. The patient will supply current and accurate information to the best of their ability about their health, allergies and sensitivities, and a complete list of medications, supplements and over-the-counter products taken and dosages.
5. The patient is responsible for acting in a considerate and respectful manner with other patients, visitors and facility staff.
6. The patient is responsible for informing the facility of the existence of an advance directive, living will, medical power of attorney, if the directive would influence care decisions
7. The patient is responsible for keeping scheduled appointments. Patients are responsible for ensuring that they are accompanied by a responsible adult at discharge, unless exempted by the surgeon, who will accompany the patient from this facility, and who will stay with the patient for 24 hours after surgery if that is required by the patient's physician.
8. The patient is responsible for notifying the surgery center in the event they are unable to keep an appointment.
9. The patient is responsible for reading information provided by health center staff, following the instructions contained in the written materials, and completing quality of care questionnaires.
10. The patient is responsible for providing complete and accurate insurance verification information on all possible insurance payers, and when deductibles and co-pay amounts are due, for paying those fees and charges associated with surgery center services. Self-pay patients are responsible for payments as agreed upon before surgery.

This surgery center's highest obligations and greatest concerns are quality patient care and an excellent level of patient satisfaction. To that end, we wish to assure all of our patients that they are welcome in our surgery center. We do not discriminate in our admissions policy against anyone, and in particular we admit all medically qualified patients who are good candidates for outpatient surgery, without regard to race, color, national origin, creed, ancestry, age, sex, religion, handicap or disability.