



Your Rights and Responsibilities as a Patient

The staff of the Surgery Center recognizes you have rights as a patient receiving medical care. In return, there are responsibilities for certain behaviors on your part as a patient.

A patient, patient representative or surrogate has the right to:

- Receive information about rights, patient conduct and responsibilities in language and manner the individual can understand.
- Be treated with respect, courtesy and dignity.
- Be given appropriate personal privacy.
- Have disclosures and records treated confidentially, and given the opportunity to approve or refuse release of records (except when release is required by law).
- Be given the opportunity to participate in decisions involving your health care, except when participation is contraindicated for medical reasons.
- Receive care in a safe setting.
- Be free from all forms of abuse, neglect or harassment.
- Exercise your rights without being subject to discrimination or reprisal to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical disability or source of payment.
- Voice complaints and grievances without reprisal.
- Be provided, to the degree known, complete information concerning diagnosis, evaluation and treatment; and know who is providing services and who is responsible for the care. When the patient's medical condition makes it inadvisable or impossible, the information is provided to a person designated by the patient or to a legally authorized person.
- Exercise rights and respect for property and persons, including the right to:
 - Voice grievances regarding treatment or care that is (or fails to be) furnished.
 - Be fully informed about a treatment or procedure and expected outcome before it is performed.
 - Have a person appointed under state law to act on the patient's behalf if the patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accord with state law may exercise the patient's rights to the extent allowed.
- Refuse treatment to the extent permitted by law and be informed of medical consequences of this action.
- Know if medical treatment is for experimental research, and to give your consent or refusal to participate in such experimental research.
- Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- A prompt and reasonable response to questions and requests.
- Know what support services are available, including if an interpreter is available if you do not speak English.
- Receive, upon request and prior to treatment, a reasonable estimate of charges for medical care, and knowledge of whether the facility accepts the Medicare assignment rate.

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- Receive copy of a reasonably clear and understandable itemized bill and request to have charges explained.
- Formulate advance directives, appoint a surrogate to make health care decisions on your behalf to the extent permitted by law, and provide a copy to the facility for placement in your medical record.
- Review the facility policy on advance directives.
- Be informed of the physicians with ownership in the facility.
- Have properly credentialed and qualified health care professionals provide patient care.

A patient, patient representative or surrogate is responsible for:

- Providing a responsible adult to transport the patient home from the facility and remain with the patient for 24 hours following discharge, unless specifically exempted by your provider.
- To the best of your knowledge, providing accurate and complete information about your health, present complaints, past illnesses, hospitalizations, all medications (including over the counter products and dietary supplements) and any allergies, sensitivities or other matters relating to your health.
- Accept personal financial responsibility for any charges not covered by your insurance.
- Following the treatment plan recommended by your health care provider.
- Be respectful of all health providers, staff and other patients.
- Providing a copy of information you wish us to know about the patient's durable power of attorney, health care surrogate or other advance directive.
- Your actions if you refuse treatment or do not follow the health care provider's instructions.
- Reporting unexpected changes in your condition to the health care provider.
- Reporting to your health care provider whether you comprehend a contemplated course of action and what is expected of you.
- Keeping appointments.

Complaints

Please contact us if you have a question or concern about your rights or responsibilities. We wish to provide you with excellent service, including answering your questions and responding to your concerns. You can ask any of our staff to help you contact Ruben Reinis, Administrative Director, or call 305.228.7550.

You may also choose to contact the accrediting agency, Accreditation Association for Ambulatory Health Care, Inc. (AAAHC), 5520 Old Orchard Road, Suite #200, Skokie, IL 60077, 847.853.6060.

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800-MEDICARE (800-633.4227) or online at www.Medicare.gov/ombudsman/resources.asp. The Medicare Ombudsman's role is ensuring Medicare beneficiaries receive the information and help needed to understand Medicare options and to apply Medicare rights and protections.