

STATEMENT OF PATIENT RIGHTS AND RESPONSIBILITIES

October 2015

This notification of patient rights and responsibilities is provided in verbal and written form to the patient and / or representative / surrogate prior to the procedure. Reasonable attempts are made for healthcare professionals and other staff to communicate in the language or manner primarily used by patients. A copy of this notification is available on our website. Patient's rights will be exercised without regard to sex, race, age, national origin, disability, economic, educational or religious background or to the source of payment.

PATIENT RIGHTS

- Patients are treated with respect, consideration and dignity.
- Patients are provided appropriate privacy, in a safe setting.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis/ expected outcome in terms they can understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Information is available to patients and staff concerning – patient rights, patient responsibilities, services available, provisions for after-hours and emergency care, fees for service, payment policies, patient's right to refuse to participate in experimental research, Advance Directives, credentials of health care professionals, absence of malpractice insurance, if applicable, how to voice grievances, and methods for providing feedback.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Patient disclosures and records are treated confidentially and are protected from loss, tampering, alteration, destruction, and unauthorized or inadvertent disclosure. Patients are given the opportunity to approve or refuse their release, except when release is required by law.
- Patients receive information necessary to give informed consent prior to the start of any procedure and / or treatment, except in emergencies. Such information should include a description of the procedure, medical risks involved, alternate course of treatment, or non-treatment and the name of the person who will carry out the procedure or treatment.
- Patients have the right to be free from abuse or harassment.
- **Regarding Advance Directives** – The Center For Surgery is an ambulatory surgery center and is not required to meet Patient Self-Determination Act requirements. If the patient presents an Advance Directive, it will be copied and placed in the patient's chart. Staff will inform the patient and / or patient's representative / surrogate that the Center will not honor the Advance Directive. It is the policy of the Center that we always attempt to resuscitate a patient and transfer that patient to a hospital in the event of deterioration. Patients with an Advance Directive or Living Will may bring it to the Center and in the event of transfer to another facility, we will forward it with a copy of the patient's medical record. For information about Advance Directives go to <http://www.idph.state.il.us>
- Patients have the right to voice grievances regarding treatment or care that is provided.
- Patients or their designated representative have the right to report a complaint to the Center's Administrator.
- Patients may report complaints to the Medicare Beneficiary Ombudsman www.medicare.gov/Ombudsman/resources.asp or www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html. The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections.
- Patients may report complaints (without discrimination or reprisal) to the public health department:
Illinois Department of Public Health's Central Complaint Registry at 1-800-252-4343 (or write):
Illinois Department of Public Health, Office of Health Care Regulation, Central Complaint Registry
525 W. Jefferson Street, Ground Floor, Springfield, Illinois 62761-0001

STATEMENT OF PATIENT RIGHTS AND RESPONSIBILITIES

October 2015

PATIENT RESPONSIBILITIES

The patient will:

- Provide accurate and complete information about their present health status, past medical history and report any unexpected changes to the appropriate health professional. This includes any medications, over-the-counter products and dietary supplements, allergies or sensitivities.
- Indicate whether they clearly understand what's planned as far as their surgery and care afterwards.
- Follow the treatment plan recommended by their provider. Assume responsibility for their actions if they refuse treatment, leave the facility against the advice of the provider, and /or do not follow their discharge instructions.
- Provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- Inform their provider about any living will, medical power of attorney, or other directive that could affect their care.
- Accept personal financial responsibility for any charges not covered by their insurance.
- Be respectful of all the health care providers and staff, as well as other patients.

Note:

If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.

If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

All Center personnel will observe these patient rights