

## PATIENT RIGHTS

IN ACCORDANCE WITH HEALTH AND SAFETY CODES, HOSPITAL DRIVE SURGERY CENTER AND THE MEDICAL STAFF HAVE ADOPTED THE FOLLOWING LIST OF PATIENT RIGHTS:

1. Exercise these rights without regard to sex or culture, economic, educational, or religious background or the source of payment for his or her care.
2. Considerate and respectful care.
3. Knowledge of the name of the physician who has primary responsibility for coordinating his or her care and the names and professional relationships of other physicians who will see this patient.
4. Receive information from his or her physician about his or her illness, his or her course of treatment and his or her prospects for recovery in easy to understand terminology.
5. Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved and knowledge of the name of the person who will carry out the procedure or treatment.
6. Participate actively in decisions regarding his/her medical care to the extent permitted by law, including the right to refuse treatment.
7. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to know the reason for the presence of any individual.
8. Confidential treatment of all communications and records pertaining to his/her care and his or her stay in the Center. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
9. Reasonable responses to reasonable requests he/she may make for services.
10. He or she may leave the Center even against the advice of his/her physicians.
11. Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
12. Be advised if the Center/personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in any such research projects.
13. Be informed by his/her physician or a delegate of his/her physician of his/her continuing health care requirements following his/her discharge from the center.
14. Examine and receive an explanation of the bill regardless of source of payment.
15. Know which Center rules and policies apply to the patient's conduct while a patient.
16. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
17. Designate visitors of his/her choosing, if the patient has decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
  - A. No visitors are allowed.
  - B. The facility reasonably determines that the presence of a particular visitor would endanger the Center or safety of the patient, a member of the Center staff, or other visitor to the Center facility, or would significantly disrupt the operations of the Center.

- C. The patient has indicated to the Center staff that the patient no longer wants this person to wait.
18. Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision-making capacity and to have the method of that consideration disclosed in the Center on visitation. At a minimum, the Center shall include any persons living in the household.
  19. This section may not be construed to prohibit the Center from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visits.
  20. Patients shall be advised if their treating physician does not carry current liability insurance.
  21. Be advised if the physician has a financial interest in the surgery center.
    - o Your physician may have financial interest in the surgery center.
  22. Access protective and advocacy services or have these services accessed on the patient's behalf.
  23. Appropriate assessment and management of pain.
  24. Be advised of the absence of malpractice coverage.
  25. Be informed of the facility's policy and state regulations regarding advance directives and be provided advance directive forms, if requested. (see attached)
  26. Receive information in a manner that he/ she understands. Communications with the patient will be effective and provided in a manner that facilitates understanding by the patient. Written information provided will be appropriate to the age, understanding, and, as appropriate, the language of the patient. As appropriate, communications specific to the vision, speech, hearing, cognitive and language-impaired patient will be appropriate to the impairment.
  27. Access information contained in his or her medical record within a reasonable time frame.
  28. *For complaints about your medical care, you may call or contact American Association for Accreditation of Ambulatory Surgery Facilities, Inc. (AAAASF) located at 1202 Allanson Road Mundelein, Illinois 60060-3808 (888) 545-5222 .*
  29. *If you are a Medicare patient, The Office of the Medicare Ombudsman's (OMO) core tasks as mandated by Congress are to receive complaints, grievances, and requests for information from people with Medicare; provide help regarding complaints, grievances, and requests for information and submit an annual report of OMO activities to Congress and the Secretary of Health & Human Services (HHS) that includes the Ombudsman's recommendation for improvement in the administration of the Medicare Program. Visit [www.cms.hhs.gov/ombudsman/resources.asp](http://www.cms.hhs.gov/ombudsman/resources.asp), or call 1-800-MEDICARE (1-800-633-4227) to get their telephone number. TTY users should call 1-877-486-2048.*
  30. *For complaints to the state of California, contact the Department of Public Health, Licensing and Certification Program, 464 West 4<sup>th</sup> Street, Suite 529, San Bernardino, CA 92401. (909)383-4777.*

**All facility personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patient's rights.**

## **PATIENT RESPONSIBILITIES**

THE MEDICAL AND NURSING STAFF OF THIS FACILITY ARE COMMITTED TO SERVING OUR PATIENTS AND FAMILIES WITH THE HIGHEST STANDARDS OF CARE. PATIENTS ARE PROVIDED WITH THIS LIST OF RESPONSIBILITIES SO THAT THEY MAY PARTICIPATE IN THEIR CARE IN THE MOST EFFECTIVE MANNER

1. The Center expects that a patient will provide accurate and complete information about matters relating to his/her health history in order for the patient to receive effective medical treatment.
2. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of them.
3. The Center expects that a patient will cooperate with all Center personnel and ask questions if directions and/or procedures are not clearly understood.
4. A patient is expected to be considerate of other patients and Center personnel and to observe the smoking policy of the Center. A patient is also expected to be respectful of the property of other persons and the property of the Center.
5. A patient is expected to help the physicians, nurses, and allied health personnel in their efforts to care for the patient by following their instructions and medical orders both at the Center and, if applicable, outside the Center (i.e. at their home).
6. It is understood that a patient assumes the financial responsibility of paying for all services rendered whether through third party payors (his/her insurance company) or being personally responsible for payment for any services which are not covered by his/her insurance policies.
7. It is expected that the patient will not take any drugs which have not been prescribed by his/her attending physician and/or prescribed or administered by the Center staff and shall fully disclose any drugs and/or other substances which the patient may have ingested and which could affect the current course of treatment contemplated at the Center.