

PATIENT BILL OF RIGHTS

A patient has the right to:

- Respectful and considerate care given by competent workers.
- Know the names, credentials and the jobs of his or her care givers and health care professionals in the center.
- Privacy and access of medical information as described in Matthews Surgery Center's Notice of Privacy Practices. The privacy officer for the center is the ASC Administrator.
- Privacy with regard to his or her medical condition. A patient's care and treatment will be discussed only with those who need to know.
- Have his or her medical records treated as confidential and read only by people with a need to know.
- Patient disclosures and records are treated confidentially.
- Information about a patient only will be released with permission from the patient or if permitted by law.
- Have a family member or representative and his or her doctor notified promptly of his or her admission to the hospital or other facility should a transfer occur.
- Know what facility rules and regulations apply to his or her conduct as a patient.
- Have emergency procedures done without unnecessary delay.
- Good quality care and high professional standards that is continually maintained and reviewed.
- Make decisions regarding his or her care, including the right to involve family members in those decisions.
- Give or withhold informed consent. The patient has the right to receive information from his or her doctor in order to make informed decisions about his or her care. This means that patients will be given information about their diagnosis, prognosis and different treatment choices. This information will be given in terms that the patient can understand. This may not be possible in an emergency.
- Have a surrogate decision-maker make decisions about his/her care, treatment and services, including the right to refuse care, treatment or services, on the patient's behalf if patient is unable to do so in accordance with state law and regulations.
- Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- Give or withhold informed consent to produce or use recordings, films or other images of the patient for purposes other than his or her care.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Participate in the development and implementation of his or her plan of care.
- Full information about any research studies, investigations or clinical trials in which he or she has been given the option to participate. A patient may refuse to participate in any research study. A patient who chooses to participate has the right to stop at any time. Any refusal to participate in a research program will not affect the patient's access to care.
- Refuse any drugs, treatment or procedures, to the extent permitted by law, after hearing the medical consequences of refusing the drug, treatment or procedure.
- Have help getting another doctor's opinion at his or her request and expense.
- Care without regard to race, color, religion, disability, sex, sexual orientation, gender identity, age, national origin or source of payment.
- Have his or her cultural and personal values, beliefs and preferences respected.
- Be given information in a manner that he or she can understand. A patient who does not speak English or is hearing or speech impaired has the right to an interpreter, when possible, at no cost to the patient.
- Upon request, to access all information contained in the patient's medical records within a reasonable time frame. This right may be restricted as allowed by law.
- Have information in the medical record explained to him or her.
- Not be awakened by staff unless it is medically necessary.
- Be free from needless duplication of medical and nursing procedures.
- Treatment that avoids unnecessary discomfort.
- Be transferred to another facility only after care and arrangements have been made and the patient has been given complete information about the ASC's obligations under law.
- A copy of his or her bills. A patient also has the right to have the bill explained and has the right to an itemized copy if his or her bills.

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A patient has the right to:

- Request help in finding ways to pay his or her medical bills.
- Help in planning for his or her discharge so that he or she will know about continuing health care needs after discharge and how to meet them.
- Access people or agencies to act on the patient's behalf or to protect the patient's rights under law. A patient has the right to have protective services contacted when he or she or the patient's family members are concerned about safety.
- Be informed of his or her rights and responsibilities prior to the surgery/procedure.
- Inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care. A decision will then be made between the provider and the patient regarding the best location for the procedure/surgery to occur should the ASC not meet the requirements as noted in the patient's documents.
- Personal privacy.
- Receive care in a safe setting.
- An environment that preserves dignity and contributes to a positive self-image.
- Be free from neglect, exploitation and all forms of abuse or harassment.
- Be free from the use of seclusion or restraint, of any form, as a means of coercion, discipline, convenience or retaliation by staff. Restraints and seclusion may only be used to protect the immediate safety of the patient or others. They must be removed or ended at the earliest possible time. Patients have the right to safe implementation of restraints or seclusion by trained staff.
- Appropriate assessment and management of pain for surgical, procedural and pain procedure patients. All pain assessment and management plans of care are specific for the patient based on history and current need.
- See visitors of his or her choice. This includes the right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient.
- Pastoral care and other spiritual services.
- Voice complaints/grievances without intimidation or fear of discrimination and reprisals.
- Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations. Patients are informed about the timeline for responding to complaints and grievances.
- A patient and his or her family have the right to contact a Matthews Surgery Center Health administrative representative to ask for help about ethical issues—but the ASC will continue to provide care and transfer the patient to the appropriate level of care for continuity.
- Keep and use personal clothing and possessions unless this infringes on others' rights or is contraindicated based on the setting or service. The facility is NOT responsible for personal clothing and possessions kept by the patient.
- Telephone and communication services appropriate to the surgery center for the patient and family members/significant others.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
- Patients are provided with appropriate information regarding the absence of malpractice insurance coverage.

Children & Adolescents

- The family/guardian of a child or adolescent patient generally has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision making as limited by law.
- A child or adolescent patient has the right to expect that care and the physical environment will be appropriate to his or her age, size, and needs.

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Patient Responsibilities

Prior to receiving care, patients are informed of patient responsibilities. Patients are responsible for:

- Providing correct and complete information to the best of their ability about their health and past medical history including any medications, over-the-counter products, dietary supplements and any allergies or sensitivities.
- Reporting changes in their general health condition, symptoms or allergies to the responsible care giver.
- Asking questions and reporting if they do not understand the planned treatment or their part in the plan.
- Following the recommended treatment plan they have agreed to, including instructions from nurses and other health personnel.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Provide an additional responsible adult for transport for children that have received care at the ASC should more attention to airway management is required with the use of car seats and the head alignment.
- Keeping appointments.
- Treating others with respect.
- Following facility rules regarding smoking, noise and use of electrical equipment.
- Consequences of refusing planned treatments.
- Paying for their care.
- Respecting the property and rights of others.
- Assisting in the control of noise and the number of visitors in their rooms.
- Providing the healthcare provider with a copy of their current living will, medical power of attorney, or other directive that could affect their care and notifying their doctor or nurse if they change any of these documents.
- Communicating with staff regarding chronic and acute pain management.
- Sending their valuables home or asking staff for help in securing their valuables