

Patient Rights and Responsibilities

Patient Rights and Responsibilities were established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, family, physician and the facility caring for the patient.

THE PATIENT HAS THE RIGHT TO:

- ◆ Receive the care necessary to help regain or maintain his or her maximum state of health.
- ◆ You have the right to equal consideration and treatment regardless of your sex, age, race, religion, color, economic status, or sexual preference. Express spiritual beliefs and cultural practices that do not harm others or interfere with your medical care.
- ◆ You have the right to an advance directive, such as a living will or healthcare proxy. A patient who has an advance directive should provide a copy to the facility and his/her physician. It is the policy of this facility NOT to honor an advance directive. Information is available regarding Advance Directives at www.idph.state.il.us/public/books/advin.htm or call 217-782-4977.
- ◆ Complete information, to the extent known by the physician, regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
- ◆ You have the right to good quality care and high professional standards that are continually maintained and reviewed. Be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care and related fees for services rendered.
- ◆ Approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
- ◆ You have the right to all communications and records will be kept confidential. Expect full recognition of individuality, including privacy in treatment and care.
- ◆ You may refuse treatment to the extent permitted by law and to be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she decide to refuse treatment or not to follow the instructions of the physician or facility.
- ◆ You have the right to expect emergency procedures to be implemented without unnecessary delay. The Surgery Center will care for you to the best of our ability. You will be fully informed before any transfer to another facility.
- ◆ You have the right to assistance in obtaining consultation with another physician at your request and expense.
- ◆ You have the right to effective assessment and management of your pain. We are concerned health professionals committed to pain prevention and management; health professional who respond quickly to reports of pain and provide effective pain management. It is your right to every consideration of your privacy concerning your own medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly.
- ◆ Expect personnel who care for the patient to be friendly, considerate, respectful and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.
- ◆ You or your responsible other has the right to be informed of the complaint process at the surgery center. You should report any concerns about your care or safety issues you encountered during your stay. You may contact the nurse manager for information regarding initiation, review, and resolution of your complaints. You may report issues to the Illinois Department of Public Health at 1-800-252-4343 or if Medicare related, www.cms.hhs.gov/center/ombudsman.asp or 800-633-4227.

THE PATIENT IS RESPONSIBLE FOR:

- ◆ Be responsible for appropriate behavior and considerate of other patients. Be responsible to respect other patients' needs and desires for privacy. Assist personnel in the control of noise, and avoid other distractions.
- ◆ Do not have too many visitors in your room at one time.
- ◆ Ask for pain relief as soon as the pain starts and help doctors and nurses find out how bad your pain is. Tell your doctor or nurse about any pain that will not go away.
- ◆ Ask your doctor or nurse about your pain management plan and discuss choices.
- ◆ Patients are responsible for promptly fulfilling his/her financial obligations for health care rendered in a timely manner.
- ◆ Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition or any other patient health matters.
- ◆ Let the doctor or nurses know if you think you cannot or will not follow your treatment plan provided by your physician. Be prepared to accept the consequences of your actions.
- ◆ Patients are responsible for the disposition of their valuables, as the Surgery Center does not assume this responsibility.

I have read my right and responsibilities as a patient at this Surgical Center and agree to all the above. This will acknowledge that I have been advised that items of value should not be brought to the center or kept at the bedside.

Patient Signature _____

Date: _____

Witness Signature _____

Date: _____