

INDIANA AMBULATORY SURGICAL ASSOCIATES

Rights and Responsibilities of Patients

The goal of the IASA Surgery Center is to provide quality patient care. In keeping with that goal, patients will be advised of their rights and responsibilities.

The Patient Bill of Rights affords the patient, the right to the following:

- ! Respectful care given by competent personnel in a safe setting.
- ! Upon request, to be given the names of all practitioners participating directly in their care and the names and functions of other health care persons with whom they have direct contact. Patients are informed of their right to change providers if other qualified providers are available.
- ! The Right to Personal privacy. Care discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly. Records pertaining to their care will be kept confidential except as otherwise required by law or third party contractual arrangements.
- ! Information concerning facility rules and regulations related to patient responsibilities.
- ! Emergency procedures to be implemented without delay and if transferred to another facility, the responsible person shall be notified. The Institution receiving the patient will be notified prior to the transfer
- ! Quality care in keeping with professional standards which are continually reviewed and maintained.
- ! Full information in layman's terms concerning their diagnosis, treatment and prognosis, including information about alternative treatments and possible complications before the treatment or procedure is performed. In the event that direct communication of this information to the patient is inadvisable, information will be given to the responsible person. Interpreter services will be provided when possible.
- ! Opportunity to provide informed consent for procedures except in the event of emergencies.
- ! To refuse drugs or procedures as permitted by law, and to be informed of the medical consequences of such refusal. Patient will be requested to sign a statement as follows: *Against my doctor's advice, I am choosing not to have the procedure performed as scheduled and as previously explained to me by my physician.* This statement will become a permanent part of the patient's record.
- ! Medical and nursing services without discrimination based upon age, race, color, religion, sex, sexual orientation, national origin, handicap, disability or payment source.
- ! Be free from all forms of abuse, neglect, harassment, discrimination or reprisal.
- ! Access to information contained in the medical record unless access is restricted by attending practitioner for medical reasons, or is prohibited by law.
- ! Implementation of systems within the facility which promote patient comfort and respect the use of patient's time.
- ! The right to refuse to participate in research.
- ! Examine and receive a detailed explanation of his/her bill.
- ! Full information and counseling on the availability of known financial resources for his/her health care.
- ! Expect the Surgery Center to provide information on the patient's continuing health care needs and the means for meeting them upon discharge.
- ! Be informed of his/her rights at the earliest possible moment in the course of his/her care at the Surgery Center.
- ! Submission of a written or verbal grievance to the ASC regarding treatment or care that is (or fails to be) provided.
- ! Complaint Hotline: PA DOH, Division of Acute and Ambulatory Care, PO Box 90, Health & Welfare Building, Harrisburg, PA 17108-0090. (800)254-5164/www.state.pa.us.
- ! To obtain information about your Medicare options go to the Office of the Medicare Beneficiary Ombudsman: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

The responsibilities of the patient are as follows:

- ! Provide complete medical history including: complaints, past illnesses, hospitalizations, medications, allergies.
- ! Cooperate with surgery center personnel and ask questions if something is not understood
- ! Follow your healthcare team's instructions and carry out your physician's medical orders.
- ! Responsible for following the IASA Surgery Center's rules and regulations about patient care and conduct.
- ! Responsible for respecting other's property and conducting self in respectful manner.
- ! Provide a responsible adult to transport patient home and remain with him/her as directed by provider or as indicated on discharge instructions.
- ! Inform of any change in conditions or adverse reaction.
- ! Provide information necessary for insurance processing with the understanding that you have the ultimate responsibility for paying all bills.
- ! Refrain from taking drugs that have not been prescribed by your physician, including alcohol or other non-prescribed substances.
- ! Leave surgery center as soon as you are discharged.