

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Considerate and Respectful Care

- To receive ethical, high-quality, safe and professional care without discrimination
- To be free from all forms of abuse and harassment
- To be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment. This includes the right to request the facility provide a person of one's own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies.

Information regarding Health Status and Care

- To be informed of his/her health status in terms that patient can reasonably be expected to understand, and to participate in the development and the implementation of his/her plan of care and treatment
- The right to be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient
- The right to be informed about any continuing health care requirements after his/her discharge from the surgery center, and each patient will be provided with written discharge instructions. The patient shall also have the right to receive assistance from the physician and appropriate staff in arranging for required follow-up care after discharge
- To be informed of risks, benefits and side effects of all medications and treatment procedures, particularly those considered innovative or experimental
- To be informed of all appropriate alternative treatment procedures
- To be informed of the outcomes of care, treatment and services
- To appropriate assessment and management of pain
- To be informed if the surgery center has authorized other health care and/or education institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment

Decision Making and Notification

- To choose a person to be his/her healthcare representative and/or decision maker. The patient may also exercise his/her right to exclude any family members from participating in his/her healthcare decisions
- To have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital
- To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate
- To be included in experimental research only when he or she gives informed, written consent to such participation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices
- To formulate advance directives and be informed prior to receiving treatment how the surgery center will or will not comply with these directives
- To leave the surgery center against your physician's advice to the extent permitted by law

Access to Services

- To receive, as soon as possible, the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the surgery center's health care personnel (e.g., qualified interpreters, written information in other languages, large print, accessible electronic formats)
- To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, areas where invasive procedures are performed, etc.)
- To pastoral counseling and to take part in religious and/or social activities while in the surgery center, unless your doctor thinks these activities are not medically advised

- To safe, secure and sanitary accommodation.
- To access people outside the facility by means of verbal and written communication
- To have accessibility to facility buildings and grounds. We recognize the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities. The policy is available upon request
- To a prompt and reasonable response to questions and requests for service

Access to Medical Records

- To have his/her medical records, including all computerized medical information, kept confidential and to access information within a reasonable time frame. The patient may decide who may receive copies of the records except as required by law
- Upon leaving the healthcare facility and in accordance with the surgery center's policies regarding records requests, patients have the right to obtain copies of their medical records

Ethical Decisions

- To participate prior to receiving treatment in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials
- If the healthcare facility or its team decides that the patient's refusal of treatment prevents him/her from receiving appropriate care according to ethical and professional standards, the relationship with the patient may be terminated

Protective Services

- To access protective and advocacy services
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- To all legal and civil rights as a citizen unless otherwise prescribed by law
- To an impartial review of alleged violations of patient rights
- To expect emergency procedures to be carried out without unnecessary delay
- To give consent to a procedure or treatment and to access the information necessary to provide such consent

Payment and Administration

- To examine and receive an explanation of the patient's healthcare facility's bill regardless of source of payment, and may receive upon request, information relating to the availability of known financial resources
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care

Additional Patient Rights

- Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution
- To get the opinion of another physician, including specialists, at the request and expense of the patient

The care a patient receives depends partially on the patient him/herself. Therefore, in addition to the above rights, a patient has certain responsibilities. These should be presented to the patient in the spirit of mutual trust and respect.

- To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications and other matters related to his/her health
- To report perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner
- To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding
- To follow the plan of care established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders
- To keep appointments or notifying the facility or physician when he/she is unable to do so
- To be responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders
- To assure that the financial obligations of his/her healthcare care are fulfilled as promptly as possible
- To follow facility policies, procedures, rules and regulations
- To be considerate of the rights of other patients and facility personnel
- To be respectful of his/her personal property and that of other persons in the facility
- To help staff to assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication
- To inform the facility of a violation of patient rights or any safety concerns, including perceived risk in his/her care and unexpected changes in their condition

COMPLAINT MANAGEMENT PROCESS

If we fail to meet your expectations, we invite you to share your concerns regarding treatment, patient safety and quality of care. You may voice concerns to:

- Any Northwest Surgery Center Employee
- Your physician

We encourage you to resolve complaints immediately at the time of service. If you feel that any of your concerns/complaints have not been resolved to your satisfaction, you may initiate formal complaint by writing or calling:

Colorado Northwest Surgery Center Manager: David Grushey
13402 Coal Mine Ave #310
Littleton CO 80127 720-758-6760

Wisconsin Northwest Surgery Center Administrator: Gail Oden
1233 N Mayfair Rd #304
Wauwatosa WI 53226 414-257-3322

You will be contacted to acknowledge receipt of your complaint. The information will be reviewed internally, and a written response will be sent to you within a reasonable time frame. The letter will have the name of the contact person for any further correspondence and communication, and that individual will provide a response with the resolution upon completion of the review. If you are unable to resolve a concern(s) to your satisfaction, you also have the right to contact:

Colorado Department of Public Health & Environment
Email: cdphe.hfdintake@state.co.us Subject line Complaint Intake
Fax: 303-753-6214 To, Complaint Intake

Mail: CDPHE, HFEMSD-C1 ATTN: Complaint Intake
4300 Cherry Creek Drive South, Denver, Co 80246-1530
Phone: Ambulatory Surgical Center 303-692-2827
Or
<http://www.cms.hhs.gov/ombudsman/resources.asp>

Wisconsin Department of Health Services
Division of Quality Assurance PO box 2969
Madison, WI 53701-2969 800-633-4227
Or
<http://www.cms.hhs.gov/ombudsman/resources.asp>