

## **PATIENT RIGHTS**

As a patient you have the right to:

1. Become informed of rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should patient so desire. Reasonable attempts will be made to communicate in the language or manner primarily used by the patient.
2. Be treated with dignity and receive considerate and respectful care provided in a safe environment.
3. Remain free from all forms of abuse or harassment, seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
4. Exercise these rights without regard to age, race, disability, sex or cultural, economic, education, or religious background or the source of payment for care given.
5. Knowledge of the name of the physician and professional staff who have primary responsibility for coordinating the patient's care and the name and professional relationships of other physicians and non-physicians who will participate in care.
6. Receive information from the physician about the illness, course of treatment and prospects for recovery in terms that the patient can understand.
7. Receive as much information about any proposed treatment or procedure as needed 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 in this treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
8. Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
9. Formulate advance directives regarding patient's healthcare, and have ambulatory surgery center staff and practitioners who provide care in the ambulatory surgery center comply with these directives (to the extent provided by state laws and regulations).
10. Know that you can express a complaint regarding your care or any violation of your rights, and that in doing so will not adversely affect the quality of care provided.
11. Be advised of the ambulatory surgery center's grievance process, should the patient wish to communicate a concern regarding the quality of the care patient receives. Notification of the grievance process includes: whom to contact to file a grievance, and that patient will be provided with a written notice of the grievance determination that contains the name of the ambulatory surgery center contact person, the steps taken on patient's behalf to investigate the grievance, the results of the grievance and the grievance completion date. All patients will also be able to participate in a satisfaction survey which can be kept anonymous.
12. Change physicians if desired, either within the ambulatory surgery center or another physician of the patient's choice.
13. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in the patient's healthcare.
14. Confidential treatment of all communications and records pertaining to patient's care and visit at the ambulatory surgery center. The patient's written permission shall be obtained before medical records can be made available to anyone not directly concerned with patient's care.
15. Full disclosure of the privacy policy.
16. Access information contained in your medical records within a reasonable time frame in accordance with state/federal laws and regulations.
17. Reasonable responses to any reasonable requests made for service.
18. Leave the ambulatory surgery center even against the advice of the attending physician.
19. Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
20. Be advised if physician/ambulatory surgery center proposes to engage in or perform human experimentation affecting the care or treatment. The patient has the right to refuse to participate in such research projects or clinical trials.
21. Be informed by the attending physician or designee of the continuing health care requirements following discharge.
22. Obtain information before scheduled surgery about payment requirements of the bill, regardless of source of payment.
23. Examine and receive an explanation of the bill regardless of source of payment. Information of payment policies and fees for service are available.
24. If eligible for Medicare, to know upon request and in advance of treatment whether a healthcare provider or facility accepts the Medicare assignment rate.
25. Expect reasonable safety insofar as the ambulatory surgery center's practice and environment are concerned.
26. Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
27. A list of these patient's rights, which shall be posted within the ambulatory surgery center so that such rights may be read by all patients.
28. Receive appropriate knowledge regarding absence of malpractice insurance.
29. Receive appropriate information regarding provider credentialing.
30. Receive pastoral care as requested and as appropriate to patient's needs.
31. Exercise these rights without being subjected to discrimination or reprisal.

**All ambulatory surgery center personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patients' rights.**

## ***PATIENT RESPONSIBILITIES***

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:

1. Provide accurate and complete information about present complaint, past illnesses, hospitalizations, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities, and other matters related to your health status.
2. Make it known whether course of treatment and what is expected of the patient is clearly understood.
3. Follow the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
4. Provide a responsible adult to transport the patient home from the ASC and remain with the patient for 24 hours if required by the physician.
5. Keep appointment and notify the ambulatory surgery center or physician when unable to keep an appointment.
6. Accept responsibility for any actions resulting from the refusal to follow treatment or physician's orders.
7. Inform the physician about any living will, medical power of attorney, or other directive that could affect the patient's care.
8. Accept and ensure that the financial obligations of care are fulfilled as promptly as possible.
9. Follow ambulatory surgery center policies and procedures.
10. Be considerate of the rights of other patients and ambulatory surgery center personnel.
11. Be respectful of personal property and that of other persons in the ambulatory surgery center.

**Orthopedic & Sports Surgery Center strives to provide excellent patient care and service. If you should have a concern or complaint, please tell us so we can work to satisfy your needs. Ask to speak to the Quality Manager.**

**You also have the right to contact the Wisconsin Division of Quality Assurance at 1-800-642-6552 or online at <https://www.dhs.wisconsin.gov/dqa/sections.htm> or contact The Office of the Medicare Beneficiary Ombudsmen at 1-800-633-4227 or online at <https://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html>**