

PATIENT RIGHTS AND RESPONSIBILITIES

- ❖ All patients have the right to the following:
 - All patients are treated with respect, consideration, and dignity.
 - The patient has the right to be free from any act of discrimination or reprisal.
 - The patient has the right to receive care in a safe setting.
 - The patients have the right to be free from all forms of abuse or harassment.
 - The ASC must inform the patient or the patient's representative of the patient's rights and must protect and promote the exercise of these rights.
 - The ASC must post a written notice of patient rights in a place or places within the ASC likely to be noticed by patients waiting for treatment (reception/patient packets) or by the patient's representative or surrogate, if applicable.
 - Prior to receiving care, the patient must be informed of all rights
 - Prior to receiving care, patients must be informed of all responsibilities.
 - Information about the organization must be available to the patient at all times.
 - The patient has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.
 - The ASC must comply with the following information regarding Advanced Directives:
 - The patient has the right to voice grievances/complaints regarding treatment or care that is (or fails to be) furnished.
 - The ASC must establish a grievances/complaints procedure for documenting the existence, submission, investigation, and disposition of the patients written or verbal grievances/complaints to the ASC.

1. Patients are treated with respect, consideration, and dignity.

- ❖ All patients have the right to personal privacy.
 - All patients are provided appropriate privacy at check-in, evaluation areas and treatment areas.
- ❖ All patients have access to interpretation services.
- ❖ All patients are provided with information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to the patient, the information will then be provided to the person designated by the patient or to a legally authorized person.
- ❖ All patients and staff are informed of the patient's right to change providers if other qualified providers are available.
- ❖ All patients are given the opportunity to participate in decision involving their health care, except when such participation is contraindicated for medical reasons.

2. The ASC must post a written notice of patient rights in a place or places within the ASC likely to be noticed by patients waiting for treatment (reception/patient packets) or by the patient's representative or surrogate, if applicable.

- ❖ An ASC must and will, prior to the start of the surgical procedure, provide the patient, or the patient's representative, or the patient's surrogate with verbal and written notice of the patient's rights in a language and manner that ensures the patient, the representative, or the surrogate understand all the patient's rights as set forth in Title 42 CFR 416.50.
- ❖ Medicare patients have the right to file a written report to the QIO (Quality Improvement Organization) about the quality of care they are receiving or have received for the Ambulatory Surgical Center.
 - Patient's may also file a written report at CMS at Centers for Medicare and Medicaid Services, Dept. of Human Services.
 - Attention: CMS-3225-P
PO Box 8010
Baltimore, MD 21244-8010.
 - Email: ambudsman@odh.ohio.gov
 - <https://www.cms.gov/Center/Special-Topic/Ombudsman-Center>

- For complaints call the Ohio Department of Health
 - 1.800.342.0553
 - Hearing Impaired: 1.866.635.3748

❖ This is a physician owned facility. The list of physician owners is available at reception and is hanging on the wall in the reception area.

3. Prior to receiving care, the patient must be informed of the following rights:

- ❖ All patients and staff are informed of the patients' rights, including those specified in Standard 1.A but are not limited to those.
- ❖ All patients and staff are informed for how to voice grievances/complaints regarding treatment or care.
- ❖ All patients and staff are informed of method for providing feedback, including complaints.
 - Feedback can be provided to:
 - The facilities Charge Nurse
 - The Director of Nursing, Holly James
 - 419.345.2364
 - The Customer Care Line
 - 419.346.1076
 - Any complaint about our facility or by completing a Patients Satisfaction Form available at reception as well as at <https://www.cms.gov/Center/Special-Topic/Ombudsman-Center>
- ❖ All patients and staff are informed of the patient's rights to change providers if other qualified providers are available.
- ❖ All patients and staff are informed about advanced directives, as required by prevailing laws and regulations – these are provided at the front desk.

4. Prior to receiving care, patients must be informed of the following responsibilities:

- ❖ All patients are informed of the responsibility to provide complete and accurate information to the best of their ability about their health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitives.
- ❖ All patients are informed of the responsibility to follow the agreed-upon treatment plan prescribed by their provider and participate in their care.
- ❖ Patients are informed of the responsibility to provide a responsible adult to provide transportation home and to remain with him/her as directed by the provider or as indicated on discharge instructions.
- ❖ Patients are informed of the need to accept personal financial responsibility for any charges not covered by insurance.
- ❖ Patients are informed of the responsibility to behave respectfully toward all health care professionals and staff, as well as other patients and visitors.

5. Information about the organization must be available to the patient at all times.

- ❖ A list of services can be found on our website or can be provided by our reception.
- ❖ In the event of an emergency call 911 or go to your closest hospital. If after hour care is needed contact the answering service at 419.843.1370 and you will be connected to the physician on call.
- ❖ Fees for service by requesting that information from the receptionist or the billing department at 419.843.1370 option 5.
- ❖ Payment policies by requesting that information from the receptionist or the billing department at 419.843.1370 option 5.
- ❖ The credentials of healthcare professionals are available at reception.
- ❖ Information about malpractice coverage is available at reception.

6. The patient has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.

- ❖ If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
- ❖ If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.

7. The ASC must comply with the following information regarding Advanced Directives:

- ❖ Written information is available and may be provided by the receptionist to the patient or patient representative for Advanced Directives including a description of applicable state health and safety laws and is requested official state advance directive forms.
- ❖ Advanced Directive and whether or not a patient has executed an advanced directive will be documented in a prominent part of the patient's medical record.
- ❖ The patients or, as appropriate, the patient's representative is informed of the patient's right to make informed decisions regarding the patient's care.

8. The patient has the right to voice grievances/complaints regarding treatment or care that is (or fails to be) furnished.

- ❖ All alleged violations/grievances/complaints relating but not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse, must be fully documented.
- ❖ All allegations must be immediately reported to a person of authority in the ASC. Charge Nurse, Director of Nursing or the Medical Director.
- ❖ Only substantiated allegations must be reported to the state authority or the local authority or both.
- ❖ The grievances/complaints process must be processed and reviewed then provided a written response to the patient with 14 days.
- ❖ The ASC, in responding to a grievances/complaint, must investigate all grievances/complaints made by a patient or the patient's representative, or the patient's surrogate, regarding treatment or care that is (or fails to be) furnished.
- ❖ The ASC will document how the grievances/complaints was addressed, as well as provide the patient, the patients representative, or the patients surrogate with written notice of its decision. The decision will contain the name of the ASC contact person, the steps taken to investigate the grievances/complaints, the results of the grievances/complaints process, and the date of the grievances/complaints was completed.

Patient Signature

Date