

## STATEMENT OF PATIENT RIGHTS AND RESPONSIBILITIES

### Each patient shall have a RIGHT to:

- respect, consideration and dignity.
- freedom from discrimination on the basis of race, religion, handicap, medical condition, sex, age or ethnicity and the right to impartial access to treatment(s) and/or accommodations that are available within the facilities capacity, its stated mission and applicable law and regulation.
- personal and informational privacy.
- be treated with confidentiality and, except when authorized by law, patients shall be given the opportunity to approve or refuse the release of disclosures and records.
- safe, efficient, cost-effective treatment.
- appropriate information concerning their diagnosis, treatment and prognosis within a reasonable timeframe. When it is medically inadvisable to give such information to a patient, the information shall be provided to a person designated by the patient or to a legally authorized person.
- be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- include his/her family in care decisions and/or to delegate decision-making to specific persons and/or appoint a surrogate to make healthcare decisions on his/her behalf (to the degree permitted by State Law).
- give informed consent prior to the start of a procedure and/or treatment.
- appropriate assessment and management of pain.
- change primary or specialty physicians if other qualified physicians are available.
- have an advanced directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the facility will honor the intent of that directive to the extent permitted by law and facility policy.
- be free from restraints or seclusion that are not medically necessary or used as a means of coercion, discipline, staff convenience, or retaliation.
- Information shall be available to patients and staff concerning:
  - > Patient rights;
  - > Patient conduct and responsibilities;
  - > Services available and professional status of care givers;
  - > Provisions for after-hours and emergency care;
  - > Fees for services and explanation of benefits;
  - > Payment policies;
  - > Patients' rights to refuse to participate in experimental research; and,
  - > Methods for expressing complaints and suggestions to the ASC.
  - > Disclosure regarding physician financial interest or ownership in the ASC.

Any complaints, suggestions or concerns may be directed to the Administrator of Sugar Land Surgery Center at 281-274-6670. If this venue does not provide you with an acceptable resolution, the Department of State Health Services is the responsible agency for ambulatory surgical center complaint investigations. Any complaints may be submitted to: Director, The Department of State Health Services, Health Facility Compliance Division, 1100 West 49th Street, Austin, Texas 78756, 1-888-973-0022.

Medicare Ombudsman contact: 1-800-MEDICARE; [www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

### Each patient shall have the RESPONSIBILITY to:

- conduct themselves in a quiet and orderly manner.
- follow and participate in the treatment plan he/she develops with his/her health care provider and in cooperation with the healthcare team.
- communicate honestly and directly and provide, to the best of your knowledge, accurate and complete information about present complaints, past illness, hospitalizations, prescription and over-the-counter medications, herbal remedies, dietary supplements and other matters relating to your health.
- consequences resulting from non-compliance and his/her actions if he/she refuses treatment.
- follow the organization's rules and regulations affecting patient care and conduct.
- be considerate to the rights of other patients and facility personnel and for assisting in the control of noise, unauthorized smoking and the number of visitors.
- respect the property of other patients and the health care organization.
- make it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- assure that the financial obligation of his/her care is fulfilled as promptly as possible.
- tell their doctors about any living will, power of attorney, or other advanced directive.
- inform the facility of a violation of patient rights.
- Communicate any safety concerns including perceived risks in his/her care, and unexpected change(s) in their condition.