



PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights and Responsibilities are established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his family, his physician, and the facility caring for the patient. Patients and/or their representatives shall have the following rights without regard to age, race, sex, national origin, religion, cultural, or physical handicap, personal value and/or belief systems.

PATIENT RIGHTS

A patient has the right to be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her privacy, physical safety and emotional well being.

A patient has the right to be treated in an environment free of all forms of abuse or harassment.

A patient has the right to expect confidential treatment of their financial and medical records and is given the opportunity to approve or refuse their release except when required by law.

A patient has the right to know to the highest degree possible, complete information concerning their diagnosis, evaluation, treatment, and prognosis.

A patient has the right to participate in decisions involving their health care or to refuse care, except when such participation is contraindicated for medical reasons.

A patient has the right to a prompt and reasonable response to questions and requests.

A patient has the right to know who is providing medical services and who is responsible for his or her own care.

A patient has the right to be informed of their right to change providers if other qualified providers are available.

A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

A patient judged legally incompetent shall have their rights exercised by the person appointed on the patient's behalf.

A patient may legally delegate his/her right to make informed decisions to another person if they are unable to make a decision. An advance directive, medical power of attorney or legal representative of the patient may provide guidance as to the patient's wishes if they are unable.

A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the healthcare provider or the Center accepts the Medicare assignment rate.

A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

A patient has the right to formulate an Advance Directive.

A patient has the right to know if medical treatment is for the purpose of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient has the right to express grievances regarding any violation of his or her rights without fear of discrimination or reprisal by notifying the Surgery Center Facility Director @ 618-532-3110 and/or The Office of the Attorney General, State of Illinois, Carbondale Main Office, 1001 East Main Street, Carbondale, IL 62901 at (618) 529-6400 or TTY: 877-675-9339 and/or to The Office of the Medicare Beneficiary Ombudsman @ 1-800-MEDICARE or visit the website at www.medicare.gov/ombudsman/resources.asp

PATIENT RESPONSIBILITIES

A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications (including over-the-counter, herbal and dietary products), allergies and sensitivities, and other matters relating to his/her health.

A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.

A patient is responsible for reporting to the health care provider whether he/she comprehends a contemplated course of action and what is expected of him or her.

A patient is responsible for following the treatment plan recommended by the health care provider.

A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or the Center.

A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.

A patient is responsible for informing his/her provider about any living will, medical power of attorney, or other directive that could affect their care.

A patient is responsible for providing a responsible adult to transport him/her home from the facility and remain with them for 24 hours, if required by their physician.

A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

A patient is responsible for following the Center rules and regulations affecting patient care and conduct.