

Center for Surgical Care

is owned and operated by the Physician Board
of Directors of Head and Neck Surgery Associates

THE PATIENT'S BILL OF RIGHTS

THE PATIENT HAS THE RIGHT TO:

- 1) Considerate and respectful care;
- 2) The name of Physician responsible for coordinating their care;
- 3) The name and function of any person providing health care services to the patient;
- 4) Complete and current information about their medical diagnosis, treatment, and prognosis of the medical condition. If it is not medically advisable to give this information to the patient, the Physician shall make this information available to their designated representative.
- 5) Receive from their Physician information necessary to give "informed consent" before the start of any procedure, surgery, or diagnostic procedure involving invasion or disruption of the integrity of the body. An informed consent shall include, as a maximum;
 - a) the specific procedure, treatment, or both,
 - b) the reasonable foreseeable risks involved, and
 - c) alternatives for care or treatment, if any, as a reasonable medical practitioner, under similar circumstances, would disclose.
- 6) Refuse treatment or not comply with therapy, to the extent permitted by law, and to be informed of the medical consequences of this action;
- 7) Privacy to the extent consistent with providing adequate medical care to the patient. This shall not preclude discreet discussion of a patient's case or examination of a patient by appropriate health care personnel;
- 8) Privacy and confidentiality of all records pertaining to the patient's treatment, except as otherwise provided by law or third party payment contract;
- 9) Know the Surgery Center's rules and regulations that apply to their conduct as a patient;
- 10) A response by the Surgery Center in a reasonable manner to the patient's request for the services customarily rendered by the Surgery Center consistent with the patient's treatment;
- 11) Be informed by their Physician, or designee of the Physician,
 - a) of the patient's continuing health care requirements following discharge; and
 - b) before transferring a patient to another facility, the Surgery Center first informs the patient of the need for and alternatives to such a transfer.
- 12) The identity, upon request, of other health care and educational institutions that the Surgery Center has authorized to participate in their care;
- 13) Refuse to participate in research. Human experimentation affecting care or treatment shall be performed only with the patient's informed effective consent;
- 14) Examine and receive an explanation of their bill, regardless of source of payment;
- 15) Treatment without discrimination as to race, color, religion, sex, national origin or source of payment except for fiscal capability thereof;
- 16) Voice feelings regarding care and the organizations staff through surveys to the governing body for the purpose of recommending changes in policies and services;
- 17) Voice grievances and recommend changes in policies and services to the facility's staff and the Kentucky State Department of Health without fear of reprisal; and
- 18) A written response to their complaint, if requested, and a right to know the findings of the investigation concerning their complaint. If the patient is not satisfied with the Center's response, the patient has the right to complain directly to CMS at 1(800)633-4227 or email www.chfs.ky.gov/os/omb or write to:

The Office of the Ombudsman
Cabinet for Health and Family Services
275 East Main Street 1-E-B
Frankfort, Kentucky 40621

THE PATIENT'S RESPONSIBILITIES:

The patient's responsibilities include agreeing to:

- 1) Keeping all necessary medical appointments;
- 2) Following all aftercare discharge instructions;
- 3) Taking all medications ordered by their Physician;
- 4) Notifying their attending Physician of any unexpected change in their medical condition;
- 5) Providing the staff with complete and accurate information regarding health issues, any medications, including over the counter products and dietary supplements, any allergies or sensitivities, medical, surgical and family history to the best of their knowledge;
- 6) Being cooperative and courteous with staff members; and
- 7) Communicating openly with all staff members concerning their feelings towards the care and treatment provided to them at the Center.

Because of the nature of the patients seen at the Center for Surgical Care, it is our policy to aggressively treat and resuscitate all patients in the event of cardiopulmonary arrest.

Any patient, who does not wish to be resuscitated, not be treated at the Center for Surgical Care.