



PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

PATIENT RESPONSIBILITIES

1. The patient is expected to provide, to the best of their knowledge, accurate and complete information about their present complain, past illnesses, hospitalizations, medications and other matters relating to their health.
2. The patient is expected to cooperate with the planned care and treatment at the Center.
3. The patient is expected to be aware of and sensitive to the needs of other patients, and respectful of the property of other patients, and be respectful of all healthcare providers and staff.
4. The patient has the responsibility to meet financial obligations to the Center and the physician for the services rendered.
5. The patient's activities must be consistent with the policies and procedures of American Surgery Center that relate to patient care and conduct. The patient and any accompanying members are expected not to engage in any activity which is in violation of those policies and procedures.
6. Any patient that does not follow the plan of care prescribed for their surgical procedure, or that does not adhere to these Patient Responsibilities, may be dismissed from care at this Center.
7. The patient is expected to provide a responsible adult to transport him or her home from the facility and remain with him or her for 24 hours, if required by his or her provider.
8. Inform his or her provider about any living will, medical power of attorney, or other directive that could affect his or her care.

PATIENT BILL OF RIGHTS

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his/her attending practitioner, the names of all other practitioners directly participating in his/her care, and the names and functions of other health care persons having direct contact with the patient.
3. A patient has the right to consideration of privacy concerning his/her own medical program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
4. A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. A patient has the right to know what Ambulatory Surgical Center rules and regulations apply to his/her conduct as a patient.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. A patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. A patient has the right to full information, in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his/her behalf to the responsible person.
9. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of procedure. Informed consent is defined in section 103 of the Healthcare Services Malpractice Act (40 P.S. § 1301.03).
10. A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program, and the patient, or responsible person, shall give informed consent prior to actual participation

in the program. A patient, or responsible person, may refuse to continue in a program to which he/she has previously given informed consent.

11. A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
12. A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
13. A patient who does not speak English shall have access, where possible, to an interpreter.
14. The Ambulatory Surgical Center shall provide the patient, or patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical Reasons.
15. A patients has the right to expect good management techniques to be implemented within the Ambulatory Surgical Center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
16. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
17. A patient has the right to examine and receive a detailed explanation of his/her bill.
18. A patient has the right to expect that the Ambulatory Surgical Center will provide information for continuing health care requirements following discharge and the means for meeting them.
19. A patient has the right to be informed of his/her rights at the time of admission.
20. A patient has the right to change their primary or specialty physician if other qualified physicians are available.
21. A patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.
22. A patient has the right to voice grievances regarding treatment or care that is or fails to be furnished.
23. A patient has the right to obtain provider credentialing information.
24. A patient has the right to timely information about facility policy that may limit its ability to implement fully a legally valid advanced directive.
25. A patient has the right to appropriate assessment and management of pain.

If you wish to file a patient grievance or complaint, please contact:

Melizza Dimat
900 Foulk Road, Suite 100 Wilmington, DE 19803
Phone: 302.777.4800

If the grievance process does not provide you with an acceptable resolution, a formal complaint may be submitted to:

Office of Health Facilities Licensing and Certification

258 Chapman Road,
Chopin Building, Suite 101
Newark, DE 19702
Tel.:302-283-7220
Toll Free: 1-800-942-7373
Fax: 302-283-7221 or
Medicare Ombudsman
Phone: 1-800-MEDICARE

Online: www.medicare.gov/ombudsman/resources.asp

Note: We reserve the right to change this notice and to make Notice effective immediately. Any changes to this notice will be revised and the revised notice will be distributed to patients when they arrive on their next appointment.