

PATIENT RIGHTS and RESPONSIBILITIES
PROCESS TO EXPRESS and FILE A COMPLAINT

PATIENT RIGHTS

Patients have the following Rights and Responsibilities without regard to age, race, sex, religion, culture, physical handicap and personal values or beliefs.

A right to:

Informed consent for:

- Care that includes the risk, benefits, treatment alternatives and consequences of not adhering to the treatment plan
- Scientific and other visitors to be present during a procedure
- Participation in clinical trials and investigative studies

Designate a surrogate decision-maker

Involved or not involve your family in your care and related decisions

Participate in treatment decisions, ethical issues and in conflict resolution concerning your care

Refuse care

Pain management and comfort measures

Know the names and professional status if caregivers

Information about fees and payment schedules

Protection of privacy of your person and confidentiality of your personal and financial information that is consistent with federal and state laws and of your medical information except in the event of an emergency in which case the medical record would be transferred with you to the receiving medical facility.

Protection of your safety and security

Respect for your personal values and beliefs

Information concerning your condition/procedure and instruction for care after discharge

Information on conflict resolution and the grievance process

Present an Advance Directive, however it is the policy of this facility *to not honor* an Advanced Directive, as life saving measures are made in the event of an emergency. The Advanced Directive is kept with your medical record in case you are transferred to another medical facility in the event of an emergency.

PATIENT RESPONSIBILITIES

Provide accurate and complete information about complaints, past illnesses, hospitalizations, medications, advance directives, and other matters of care.

Acknowledge when you don't understand.

Have a responsible adult provide transportation and to assist with your care during the first 24 hours post-op.

Provide a telephone number where you can be contacted within the first three days post-op.