

AMBULATORY SURGERY CENTER PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

Patient's have the right to:

1. Receive impartial access to quality medical treatment in a safe environment with respect and dignity, regardless of race, age, national origin, religion, disability, sexual orientation, marital status, or source of payment.
2. Have your personal privacy respected and any information gathered during your treatment to be confidential.
3. Participate in decisions concerning care and treatment.
4. Know the physician performing his/her procedure may have financial interest or ownership in this ASC.
5. Be informed to patient responsibilities, conduct, and ASC rules affecting the patient's treatment.
6. Discharge instructions, including information about after hours or emergency care.
7. Detailed information regarding service fees and all charges.
8. Refuse or consent to participation in experimental research.
9. Receive the policy on advance directives, and living wills in the facility and to be given information upon request.
10. Know the names, function and credentials, of any person providing health care services.
11. Address a grievance.
12. Refuse a treatment, as permitted by law. One can refuse treatment and still receive alternate care.
13. Be fully informed regarding one's condition, treatment and diagnosis.
14. Understand and sign an Informed Consent form before receiving care.
15. Appropriate assessment and management of pain.
16. Respectful, safe care and treatment free from seclusion restraints, abuse and harassment.
17. Leave the facility against the advice of his/her physician.
18. Receive information in a language and manner patient can understand.

Patient Responsibilities

1. Responsible for providing accurate/complete information related to his/her health; reporting perceived risks in his/her care, and for reporting unexpected changes in his/her health.
2. The patient and family are responsible for asking questions when they do not understand, what a staff member has told them about the patient's care or expectations of what they are to do.
3. Responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physicians orders.
4. Responsible for notifying the ASC office when unable to keep a scheduled appointment.
5. Responsible for providing his/her healthcare insurance information and assuring the financial obligations of his/her care are fulfilled as promptly as possible.
6. Responsible for the consequences if he/she refuses treatment or fails to follow the practitioner's instructions.
7. Responsible for being respectful and considerate of other patients, staff, facility and property.

These rights and responsibilities outline the basic concepts of service here at the ASC. If you believe, at any time, our staff has not met one or more of the statements during your care here, please ask to speak to the Medical Director, Nurse Manager, or Office Administrator. We will make every attempt to understand your complaint/concern. We will correct the issue you have if it is within our control and you will receive a response.

- Office of the Medicare Beneficiary Ombudsman: Visit www.medicare.gov or call 1.800.MEDICARE (1.800.633.4227) or use www.cms.hhs.gov/center/ombudsman
- Complaints can also be filed online through the MS Department of Health, 750 N. State St. Jackson, MS 39202.
- Grievances or safety concerns about our outpatient facility should be referred to our Medical Director, Nurse Manager or Office Administrator 601.268.8698.