

## PSP Surgery Center, LLC Patient Rights & Responsibilities

- All patients have the right to know their Patient Rights and to request a copy of this document.
- All patients, and their family and friends who accompany them, have the right to expect to be treated with dignity and respect for personal values, beliefs and preferences, free from all forms of abuse and harassment.
- All patients have the right to expect their care be given without regards to race, ethnicity, national origin, color, creed/religion, sex or age, and be free from any act of discrimination or reprisal. Any treatment determinations based on a person's physical status or diagnosis will be made on the basis of medical evidence and treatment capability.
- All patients have the right to expect that any discussion of their care will be handled discreetly and only between Center or clinical office staff members involved with the care or ancillary personnel who need to be involved.
- All patients have the right to know the names and professional status of all persons providing care, treatment or services. And, upon request, be informed of the credentials of their healthcare providers.
- All patients have the right to obtain a second opinion from another Surgeon/Pain Physician prior to agreeing to receive surgery from the Center privileged surgeon.
- All patients are informed of the responsibility to have a responsible adult to provide transportation home and to remain with him/her as directed by the provider or as indicated on discharge instructions.
- All patients have the right to information regarding their diagnosis, treatment, cost and prognosis. Patients have the right to use an interpreter. If it is medically advisable to withhold this information from the patient, a legally authorized representative will have the right to this information.
- All patients have the right to know when an experimental procedure, treatment or item is to be used on them.
- All patients have the right to participate in decisions about the care, treatment or services planned and to refuse care, treatment or services, in accordance with law and regulation.
- All patients have the right to be informed, or when appropriate, your representative be informed (as allowed under state law) of your rights in advance of furnishing or discontinuing patient care wherever possible.
- All patients have the right to have family be involved in care, treatment, or services decisions to the extent permitted by you or your surrogate decision maker, in accordance with laws and regulations.
- All patients have the right to appropriate assessment and management of pain, information about pain, pain relief measures and participation in pain management decisions.
- All patients and their accompanying family member or person who is at the Center to provide post-op transport, have the right to know where and why they are to be transferred to another facility if emergency situations arise, and transfer becomes necessary.
- All patients have the right to expect their medical and surgical records to be held in strict confidentiality. Patients have the right to obtain a copy of their records or to approve the release of all or a portion of your medical/surgical records to outside institutions or individuals.
- All patients have the right to understand how we may use and disclose your private health information and the right to access and control your private health information as detailed in our Notice of Privacy Practices. Please let us know if you would like a copy of our Notice of Privacy Practices.
- All patients that have an advance directive, such as a living will, durable power of attorney for healthcare, or organ donation, have the right to expect that we will honor the intent of the directive to

the extent permitted by law. Please let us know if you would like a copy of the state's official advance directive form.

- All patients have the right to expect your means of payment and other financial arrangements to be held in strict confidence by Center and clinical office staff.
- All patients have the right to obtain an itemized statement and explanation of all charges and services.
- Your physician may have a financial interest in this ambulatory surgery center. There are other healthcare facilities in the area where the same procedure could be performed. Please let us know if you would like the names and contact information of facilities in the area.
- All patients have the right to request an explanation of any applicable Center policies, expectations of patients, and means of handling complaints.
- All patients have the right to submit grievances and have those grievances investigated by the Governing Body of the Center. You may request a copy of our Complaint/grievance resolution process and at any time, grievances may be lodged with the state agency directly using the contact information provided below.

Center	Wendy Stampler, Practice Manager
State Agency	Mary Rotter, MD, MPH Director of Office of Regulatory Services Georgia Department of Human Resource, Office of Regulatory Services Two Peachtree Street, NW Atlanta, GA 30303 (404) 657-5726 (404) 657-5728 (800) 878-6442
Medicare	Office of the Medicare Beneficiary Ombudsman: <a href="http://www.cms.hhs.gov/center/ombudsman.asp">www.cms.hhs.gov/center/ombudsman.asp</a>
Accrediting Entity	Accreditation Association for Ambulatory Health Care (AAAHC) 5250 Old Orchard Road, Suite 200 Skokie, IL 60077 Tel: 847.853.6060 Fax: 847.853.9028 Email: <a href="mailto:info@aaaahc.org">info@aaaahc.org</a>

### The patient/family has the responsibility to:

- Be considerate of other patients and personnel and assist in the control of noise, smoking, property and other distractions. Please inform the center of any safety concerns.
- To provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health matters.
- Follow the treatment plan developed and report whether you clearly understand the planned course of treatment and what is expected of you. Please ask if you do not understand your care, treatment, service or what you are expected to do.
- Keep appointments and, when unable to do so for any reason, notifying the center and physician.
- All patients have the right to change providers if other qualified providers are available.
- Promptly fulfill your financial obligations to the center, including charges not covered by insurance and payment for copies of medical records or other forms you may request.
- Inform your providers about any living will, medical power of attorney, or other advance directive that could affect your care.