

CULPEPER SURGERY CENTER

PATIENT RIGHTS

Each patient treated at the Culpeper Surgery Center has the right to:

- Right to make informed decisions regarding the patients care
- Right to exercise his or her rights without being subjected to discrimination or reprisal
- Voice grievances regarding treatment or care that is (or fails to be) furnished
- To be fully informed about a treatment or procedure and the expected risks, benefits and alternatives
- Be treated with respect, consideration and dignity
- Respectful care given by competent personnel with consideration of their privacy concerning their medical care
- Be given the name of their attending physician, the names of all other physicians directly assisting in their care, and the names and functions of other health care persons having direct contact with the patient
- Have records treated with confidentiality and except where required by law, patients are given the opportunity to approve or refuse their release
- Know what surgery center rules and regulations apply to their conduct as a patient
- Expect emergency procedures to be implemented without delay
- Absence of clinically unnecessary diagnostic or therapeutic procedures
- Expedient and professional transfer to another facility when medically necessary and to have the responsible person, and the facility where the patient is being transferred notified prior to transfer.
- Treatment that is consistent with clinical impression or working diagnosis
- Good quality care and high professional standards that are continually maintained and reviewed
- An increased likelihood of desired outcomes
- Full information in layman's terms concerning appropriate and timely diagnosis, treatment, and preventive measures. If it is not medically advisable to provide this information on his/her behalf
- Accessible and available health services; information on after hour and emergency care
- Receive a second opinion concerning the proposed surgical procedure, if requested
- Give informed consent to the physician prior to the start of a procedure
- Be advised of participation in a medical care research program or donor program; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program to which they have previously given informed consent
- Receive appropriate and timely follow-up information of abnormal findings and tests
- Receive appropriate and timely referrals and consultations
- Receive information regarding "continuity of care"
- Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures
- Appropriate specialty consultative services made available by prior arrangement
- Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment
- Have access to an interpreter whenever possible
- Be provided with, upon written request, access to all information contained in their medical record
- Accurate information regarding the competence and capabilities of the organization
- Receive information regarding methods of expressing suggestions or grievances to the organization
- Appropriate information regarding the absence of malpractice insurance coverage
- Change primary or specialty physicians if other qualified physicians are available
- Health services provided are consistent with current professional knowledge
- The opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated for medical reasons
- Receive information regarding services provided at the center
- Receive information on payment policies and fee policies
- Receive information on Advanced Directives as required by law
- Receive information on provider credentialing as necessary

Patient Complaint or Grievance

If you have a problem or complaint, please speak to surgery center staff or your care giver. We will address your concern(s) promptly. If necessary, your problem or complaint will be advanced to the Clinical Coordinator and/or Executive Director for resolution. You will receive a letter or phone call to inform you of the actions taken to address your complaint. If you are not satisfied with the response of the Surgery Center, you may contact:

Virginia Department of Health@ 1-800-955-1819
9960 Maryland Drive Suite 401
Richmond VA 23230-1463

All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman @ 1-800-633-4227
www.cms.hhs.gov/center/ombudsman.asp

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Patient Responsibilities

The care a patient receives depends partially on the patient themselves. Therefore, to achieve the best possible outcome, your patient responsibilities are to:

- Provide accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medications (including over the counter products and dietary supplements), allergies and sensitivities and any other matters relating to your health, to the best of your knowledge and/or ability.
- Report unexpected changes in your condition to your healthcare provider.
- Ask questions when you do not understand what you have been told about your care or what you are expected to do.
- Follow the treatment plan established by your physician, including the instructions of nurses and other health professionals as they carry out your physician's orders.
- Keep appointments and notify the facility or physician when you are unable to do so.
- Provide a responsible adult to transport you home from the facility, unless exempted by your physician due to the type of anesthesia you received.
- In the case of pediatric patients, a parent or guardian **MUST** remain in the facility for the duration of the patient's stay.
- Accept responsibility for your actions should you choose to refuse treatment or not follow your physician's orders.
- Be considerate and respectful of the facility staff and property; as well as those of other patients and their families.
- Inform the facility of your Advance Directives as indicated.
- Follow all facility policies and procedures.
- Assure that financial obligations for your care are fulfilled as promptly as possible.

ADVANCE DIRECTIVES

In order to be in compliance with the Self-Determination Act (PSDA) and State law and rules regarding advance directives, the Facility requires each patient prior to scheduled procedures to read and acknowledge the Facility position on advance directives.

Advance Directives are statements that indicate the type of medical treatment wanted or not wanted in the event an individual is unable to make those determinations and who is authorized to make those decisions. The advance directives are made and witnessed prior to serious illness or injury. There are many types of advance directives, but the two most common forms are:

Living Wills. These generally state the type of medical care an individual wants or does not want if he/she becomes unable to make his/her own decisions
Durable Power of Attorney for Health Care. This is a signed, dated, and witnessed paper naming another person as an individual's agent or proxy to make medical decision for that individual if he/she should become unable to make his/her own decisions.

In the event of a medical emergency or other life-threatening situation, resuscitation will be instituted in every instance and patients will be transferred to a higher level of care.

Any previously formulated advance directives will not be honored at the Facility. If for any reason you disagree with this policy, please discuss your concerns with your physician before arriving for your scheduled procedure.