

UNIVERSITY SURGICENTER

Patient Rights and Responsibilities

The University SurgiCenter presents a Patient's Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his physician and the hospital organization. Further, these rights are presented in the expectation that they will be supported by the Surgery Center on behalf of its patients, as an integral part of the healing process. It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes on a new dimension when care is rendered within an organizational structure. Legal precedent has established that the institution itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed.

1. The patient has the right to treatment without discrimination as to race, age, religion, color, ethnicity, national origin, sex, gender identity, mental disability, physical disability or source of payment.
2. The patient has the right to considerate and respectful care with recognition of his/her dignity, individuality, and right to privacy including, but not limited to, auditory and visual privacy.
3. The patient has the right to obtain from his/her physician complete current information concerning his diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand.

When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his/her behalf. Patient has the right to know by name, the physician responsible for coordinating his care, anesthesia and nursing staff that are all licensed by the State of New Jersey.

4. The patient has the right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include, but not necessarily be limited to, the specific procedure and/or treatment, the medically significant risks involved as well as the anesthesia risks and benefits. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.
5. The patient, at his/her own request and expense, has the right to obtain a second opinion or consult with a specialist.
6. The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of his/her action.
7. The patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient to be present.
8. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential.

9. The patient has the right to expect that within its capacity, the Surgery Center must make reasonable response to the request of a patient for services. The Surgery Center must provide evaluation service and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility, only after he/she has received complete information and explanation concerning the needs for/and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
10. The patient and has the right to be involved in the decision making of their care plan, accept or refuse medical care/treatment and to be told of the medical outcomes of refusal, and to sign the consent for that purpose.
11. The patient has the right of access to people outside the Surgery Center by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, he/she should have access to an interpreter. This is particularly true where language barriers are a continuing problem.
12. The patient has the right to obtain information as to any relationship of his/her hospital to other health care and educational institutions in so far as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals by name, who are treating him/her.
13. The patient has the right to be advised if the Surgery Center proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
14. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the Surgery Center will provide a mechanism whereby he/she is informed by his/her physician or a delegate of the physician of the patient's continuing health care requirements following discharge.
15. The patient has the right to receive safe care in a non-threatening environment free from mental abuse, physical abuse, free from exploitation, and free from use of restraints unless authorized by a physician in so far as the Surgery Center practices are concerned.
16. The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
17. The patient has the right to know what Surgery Center rules and regulations apply to his/her conduct as a patient.
18. The patient has the right to be informed of these rights, as evidenced by the patient's written acknowledgement, or by documentation by staff in the medical record.
19. The patient has the right to be free from all forms of abuse, harassment, or reprisal. The patient cannot be requested to perform work for the facility unless it is part of their treatment and is performed voluntarily.

20. Patient has the right to language assistance service, free of charge by a qualified interpreter for individuals with limited English proficiency, or individuals with a disability.
21. The patient has the right to be assessed for pain and to receive appropriate pain management therapies, as well as assessment of the effectiveness of pain management.
22. The patient should be aware that there is a mechanism for reporting grievances and the right to express a complaint or concern to the appropriate personnel without fear of jeopardizing care received.
23. The patient has the right to know the names and addresses of all members of the Board. Please contact the administrator if you require this information.

Patient Responsibilities

University SurgiCenter needs the cooperation of its patients to ensure that efficient, safe and considerate care is available to all and requests patients to:

1. Provide physicians and the facility's personnel with accurate information related to their condition and care.
2. Follow their treatment plan. Patients are responsible for medical consequences which result from refusing treatment or not following instructions of physicians and the facility's personnel.
3. Sign the leaving "Against Medical Advice" form if you insist on leaving against medical advice.
4. Be considerate of other patients and their families and the facility's staff and physicians who are committed to excellence in patient care.
5. Supply insurance information and pay bills promptly so that University SurgiCenter can continue to serve you effectively.
6. Provide a responsible adult to transport himself/herself home from the facility and remain with him/her for 24 hours if required by physician.
7. Inform facility of living will or medical power of attorney.

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AAAHC HANDBOOK 2010:1.A-K; 2013:2.I.B-10;2.I.E-1(a)

CMS:SOM§416.50

Medicare: Office of the Medicare Beneficiary Ombudsman:

www.cms.hhs.gov/center/ombudsman.asp

Office of Civil Rights:

US Department of Health and Human Services

Office of Civil Rights

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