

HARRISON SURGERY CENTER

PATIENT RIGHTS

Each patient treated at this facility has the right to:

1. Be treated with respect, consideration, and dignity.
2. Respectful care given by competent personnel with consideration of their privacy concerning their medical care.
3. 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.
4. Have records pertaining to their medical care treated as confidential.
5. Know what surgery center rules and regulations apply to their conduct as a patient.
6. Expect emergency procedures to be implemented without necessary delay.
7. Be informed of the Surgery Center's Policy on Advanced Directives.
8. Absence of clinically unnecessary diagnostic or therapeutic procedures.
9. Expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to notified prior to transfer.
10. Treatment that is consistent with clinical impression or working diagnosis.
11. Good quality care and high professional standards are continually maintained and reviewed.
12. An increased likelihood of desired health outcomes.
13. 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 to the patient, the information shall be given to the responsible person on his/her behalf.
14. Receive a second opinion concerning the proposed surgical procedure, if requested.
15. Accessible and available health services; information on after-hour and emergency care.
16. Give an informed consent to the physician prior to the start of a procedure.
17. 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 that has previously given informed consent to participate in.
18. Receive appropriate and timely follow-up information of abnormal findings and tests.
19. Receive appropriate and timely referrals and consultation.
20. Receive information regarding "continuity of care".
21. Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures.
22. Appropriate specialty consultative services made available by prior arrangement.
23. Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
24. Have access to an interpreter whenever possible.
25. Be provided with, upon written request, access to all information contained in their medical record.
26. Accurate information regarding the competence and capabilities of the organization.
27. Receive information regarding methods of expressing suggestions or grievances to the organization.
28. Appropriate information regarding the absence of malpractice insurance coverage.
29. Change primary or specialty physicians if other qualified physicians are available.
30. Health services provided are consistent with current professional knowledge.
31. Patients, patient's family, and visitors to the Surgery Center may file a verbal complaint with a supervisor on duty or they may file a formal written complaint with suggestions to Administration. *(Complaint Forms are available upon request.)*

Web site for the Office of the Medicare Beneficiary
Ombudsman: www.medicare.gov or call
1-800-MEDICARE

Arkansas State Health Department
Little Rock, AR : 1-501-661-2201

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PATIENT RESPONSIBILITIES

Provide full cooperation with regards to instructions given by his/her surgeon, anesthetists, and operative care (pre and post).

Provide the surgery center staff with all medical information which may have a direct effect on the provider at the surgery center.

Provide the surgery center with all information regarding third-party insurance coverage

Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier.