

## Patient Rights Policy:

1. Four Seasons Surgery Centers recognizes and respects patient rights. The Surgery Center supports patients understanding these rights as a means of encouraging them to become more informed and involved in their care. The Surgery Center shall provide care, treatment and services in a manner that respects and fosters the patient's dignity, autonomy, positive self-regard, civil rights, and involvement in his or her own care. They shall also take into account the patient's personal values, beliefs, and preferences
2. The Surgery Center shall provide the following rights to the patients and/or patient representatives:
  - 2.1 Be treated with respect, consideration and dignity.
  - 2.2 Have considerate and respectful care provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation.
  - 2.3 Exercise these rights without regard to sex or cultural, economic, educational or religious background, or the source of payment for care.
  - 2.4 Be provided appropriate and full consideration of privacy concerning his/her medical care program, including confidential case discussions, consultations, examinations and treatment.
  - 2.5 Have disclosures and records treated confidentially and be given the opportunity to approve or refuse their release, except when the release is required by law. His/her written permission will be obtained before medical records can be made available to anyone not directly concerned with the case.
  - 2.6 Have access to protective and advocacy services or have these services accessed on the patient's behalf.
  - 2.7 Have access to their medical information (typically within 5 days) upon written request to inspect the records, except in certain circumstances specified by law.
  - 2.8 Formulate advance directives regarding his or her healthcare, and to have the Surgery Center staff and practitioners who provide care in the Surgery Center comply with these directives (to the extent provided by state laws and regulations).
  - 2.9 Designate visitors of their choosing, if the patient has decision-making capacity, whether or not the visitor is related by blood or marriage.

- 2.10 Have knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will also provide care.
- 2.11 Receive information in a manner that he/she understands. Written information provided will be appropriate to the age, understanding and, as appropriate, the patient's language. As appropriate, communications specific to the vision, speech, hearing cognitive and language-impaired patient will be appropriate to the impairment.
- 2.12 Receive information from his/her physician about his/her illness, proposed treatment or procedure in order to give informed consent or refuse treatment, the course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery in terms that he/she can understand. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate courses of treatment or non-treatment and the risks involved in each and the name of the person who will carry out the procedure or treatment.
- 2.13 Participate in the development and implementation of his/her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
- 2.14 Have an appropriate assessment and management of pain
- 2.15 Have reasonable continuity of care and responses to any reasonable requests he/she may make for service.
- 2.16 Be informed of continuing health care requirements post discharge from the Surgery Center.
- 2.17 Be informed of his/her rights as a patient when discontinuing the provision of care and the right to appoint a representative to receive this information if desired.
- 2.18 Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on the patient's behalf.
- 2.19 Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- 2.20 To leave the Surgery Center against the advice of the physician.

- 2.21 Know the reasons for his/her transfer from the Surgery Center.
- 2.22 Have the right to change their physician if other qualified physicians are available.
- 2.23 To be advised of the Surgery Center's procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
- 2.24 To refuse to participate in experimental research.
- 2.25 To examine and receive an explanation of the bill regardless of the payment source.
- 2.26 To know which Surgery Center rules and policies apply to his/her conduct while a patient.
- 2.27 To have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- 2.28 To be notified of appropriate information regarding the absence of malpractice insurance coverage.
- 2.29 The right to marketing or advertising regarding the competence and capabilities of the Surgery Center that is not misleading.

(a) Know of any physician financial interests or ownership in the Surgery Center.

3. The Patient shall have the following responsibilities concerning his/her care:

- 3.1 To provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- 3.2 For reporting perceived risks in his/her care and unexpected changes in his/her condition to the responsible practitioner.
- 3.3 For asking questions pertaining to information they do not understand about the care or what they are expected to do.
- 3.4 For following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- 3.5 For keeping appointments and for notifying the Surgery Center or physician when he/she is unable to do so.

- 3.6 For his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- 3.7 For his/her actions should he/she leave the Surgery Center against medical advice.
- 3.8 For following the Surgery Center's policies and procedures.
- 3.9 For providing a responsible adult to transport him/her home from the Surgery Center and remain with him/her for 24 hours, if required by the physician.
- 3.10 For assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- 3.11 For notifying his/her physician and the Surgery Center about any living will, medical power of attorney or other directive that could affect his/her care.
- 3.12 For being considerate of the rights of other patients and facility personnel.
- 3.13 For being respectful of his/her personal property and that of other persons in the Surgery Center.