



PATIENT'S RIGHTS AND RESPONSIBILITIES

RIGHTS OF THE PATIENT:

- **Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, culture, physical handicap, personal values and beliefs.**
- **Every patient has the right to privacy and individuality as it relates to his/her social, religious and psychological well-being.**
- **Every patient has the right to confidentiality and can approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.**
- **Every patient has the right to receive care in a safe setting and be free from all forms of abuse, discrimination, or harassment.**
- **Every patient has the right to express grievances or complaints without fear of reprisals.**
- **Every patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.**
- **Every patient, prior to surgery/treatment, has the right to complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.**
- **Every patient or, in accordance with state law, the patient's representative or legally authorized individual, has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.**
- **Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.**
- **Every patient has the right to appropriate treatment and care to include the assessment and management of pain.**
- **Every patient has the right to understand the facility charges and to receive an explanation of all facility charges related to care provided at this facility.**
- **Every patient has the right to all resuscitative measures; therefore we will not honor Advance Directives.**

RESPONSIBILITIES OF THE PATIENT:

- *Every patient is responsible for being honest and direct about matters that relate to them, including answering questions honestly and completely.*
- *Every patient is responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directive, medications and other pertinent data.*
- *Every patient is responsible to accept all caregivers without regard to race, color, religion, sex, age, gender preference, handicap, or national origin.*
- *Every patient is responsible to provide accurate financial and/or insurance information and assuring that the financial obligations for health care rendered are paid in a timely manner.*
- *Every patient is responsible to read, understand, and sign the required releases and/or consents as needed, and to ask for clarification of any information not understood about his/her case or services.*
- *Every patient is responsible for their actions if they should refuse a treatment or procedure; or if they do not follow or understand the post-operative instructions given them by the physician or Surgery Center.*
- *Every patient is responsible to notify the staff of the Surgery Center on admission if the preoperative instructions have not been followed.*
- *Every patient is responsible for keeping their procedure appointment. If patient anticipates a delay or must cancel, the patient is responsible to notify the Surgery Center as soon as possible.*
- *Every patient is responsible for the disposition of their valuables, as the Surgery Center does not assume the responsibility.*
- *Every patient is responsible to be respectful of others, or other people's property and the property of the Surgery Center.*
- *Every patient is to observe safety and no smoking regulations.*

PATIENT COMPLAINT OR GRIEVANCE:

To report a complaint or grievance, you may contact the facility Administrator by phone at 574-217-0058 or by mail to: South Bend Specialty Surgery Center, 335 Florence Ave. Suite 1B, Granger, IN 46530.

Complaints and grievances may also be filed through the Indiana State Department of Health at 2 N. Meridian, Indianapolis, IN or by calling the complaint line at 1-800-246-8909.

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman online at: <http://www.medicare.gov/ombudsman/resources.asp>