

SUBJECT: PATIENT RIGHTS

PURPOSE: To define the patients' rights while receiving care at the Surgery Center.

POLICY: Every Patient entering the Surgery Center has personal and medical rights. The patient has the right to be informed of his/her rights while receiving care in the Surgery Center.

PROCEDURE:

1. The patient is to be informed of his/her rights while in the Surgery Center.
2. A copy of the Patient's Rights is to be displayed in a frame in clear view for the patient and any visitor to read. In addition, the patient will receive a copy of the Patient's Rights and Responsibilities prior to the day of surgery at the pre-admission visit or by mail if the patient does not pre-admit.
3. All employees of the Surgery Center will be familiar with the Patient's Rights and will respect those rights as stated.

PATIENT RIGHTS AND RESPONSIBILITIES

Policy: Respectful and ethical healthcare is provided with regard for the patient's individual rights. The patient has a right to care that one would desire for oneself or a loved one.

Purpose: Effective health care requires trust between the patient and health care providers.

GUIDELINES

RESPONSIBILITY

The credentialed and employed staff is responsible to be familiar with patient's rights and to respect these rights.

The Credentialed and employed staff is authorized to have access to patient information and are responsible to protect the confidentiality of personal, medical and financial information related to the patient.

The credentialed and employed staff is responsible to inform the patient of their right to:

1. Informed consent for:
 - a. Care that includes the risk, benefits, treatment alternatives and consequences of not adhering to the treatment plan.
 - b. Scientific and other visitors to be present during a procedure.
 - c. Participation in clinical trials and investigative studies.
 - d. Designate a surrogate decision-maker.
 - e. Involve or not involve their family in their care and related decision.
2. Participate in treatment decisions ethical issues and in conflict resolution concerning their care.

3. Refuse care.
4. Pain management and comfort measures.
5. Know the names and professional status of caregivers.
6. Information about fees and payment schedules.
7. Education concerning their condition/procedure and instruction for care after discharge.
8. Information on conflict resolution and the grievance process.
9. Information on advance directives and the policy of the center to provide life saving measures in the event of an emergency.

The credentialed and employed staff is responsible to provide care that:

1. Protects the patient's privacy of their person and confidentiality of information related to the patient according to the organization compliance guidelines, and federal and state law.
2. Protects the patient's safety and security.
3. Respects the patient's personal values and beliefs.
4. Provide accurate and complete information about complaints, past illnesses, hospitalizations, medications, advance directives, and other matters of care.
5. Acknowledge when they don't understand a treatment or plan of care.
6. Have a responsible adult to provide transportation and to assist with their care during the first 24 hours post-op.
7. Provide a telephone number where they can be contacted within the first three days post-op.

PROCESS:

1. Post and make available a copy of the Patient's Rights and Grievance Process to each patient.
2. Discuss the plan of care with the patient.
3. Inform the patient of each step in the implementation of care.
4. Educate the patient concerning expected outcomes and care needed after discharge.
5. Provide follow-up telephone contact to assess post discharge status.
6. Assess the patient's satisfaction with care.

A RIGHT TO

1. You have the right to personal privacy and care in a safe setting free from all forms of abuse, harassment, discrimination, or reprisal.

2. You have the right to accurate and easily understood information about your health plan, treatment, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just do not understand something, help should be given so you can make informed health care decisions prior to your treatment or procedure.

3. You have the right to choose health care providers who can give you high-quality health care.

4. If you have severe pain, an injury, or sudden illness that makes you believe that your health is in serious danger, you have the right to be screened and stabilized using emergency services. You should be able to use these services whenever and wherever you need them, without needing to wait for authorization and without any financial penalty.

5. You have the right to know your treatment options and take part in decisions about your care. Parents, guardians, family members, or surrogates that you select can represent you if you cannot make your own decisions according to state law. If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patients are to be exercised by the person appointed under state law to act on your behalf.

6. You have a right to considerate, respectful care from your doctors, health plan representatives, and other health care providers that does not discriminate against you.

7. You have the right to talk privately with health care providers and to have your health care information protected. You also have the right to read and copy your own medical record. You have the right to ask that your doctor change your record if it is not correct, relevant, or complete. Unless authorized by law, you have the right to approve or refuse record release.

8. You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel without fear of reprisal. This includes complaints about waiting times, operating hours, the actions of health care personnel, and the adequacy (or lack of) of treatment or care.

9. You have the right to submit a grievance either verbally or in writing to:
Administrator at Texas Midwest Surgery Center, 751 N. 18th Street, Abilene, TX 79601.
(325)677-6555.

You will receive written notice within 7 calendar days describing the steps taken to investigate, the results, and the completion date.

10. Contact information if you feel as if any Rights were violated are as follows:

Office of Medicare Beneficiary Ombudsman Website:

<https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.htm>

or contact Medicare at 1-800-MEDICARE or Texas Department of State Health Services:

www.dshs.state.tx.us

Mailing address:

Health Facility Compliance Group (MC 1979)

Texas Department of State Health Services

PO Box 149347

Austin, TX 78714-9347

Fax:
(512) 834-6653
Complaint hotline:
(888) 973-0022

A complaint form is attached.

PATIENT RESPONSIBILITIES:

1. You have the responsibility to provide to the best of your knowledge, accurate and complete health information.
2. You are responsible to participate in your plan of care and provide an Advanced Directive if you have one.
3. You are responsible for following the treatment plan recommended.
4. You are responsible for making known whether or not you clearly understand the medical treatment plan.
5. You must have a responsible adult to provide you transportation and assist with your care for the first 24 hours post op.
6. You must accept personal financial responsibility for any charges not covered by your insurance.
7. You should be respectful of all the healthcare professionals and staff, as well as other patients.

ADVANCED DIRECTIVES

Advanced directives will not be honored at our surgery center. We will do everything to stabilize you, the patient, and arrange for immediate transfer to a nearby hospital. If indeed a need did arrive, we will try any life saving measure to stabilize you for transport. If you do not have an Advanced Directive and would be interested in completing one, we are happy to supply you with information.

FINANCIAL INTEREST/OWNERSHIP

The following physicians are owners of the facility:

- Dr. Vivek Garlapati
- Dr. Brad Kendrick
- Dr. Brett Teague