

Outpatient Services East Patient Rights and Responsibilities

As a patient of Outpatient Services East you maintain certain rights and responsibilities.

You have the right to:

1. be treated with dignity and to receive courteous, considerate and respectful care.
2. expect that the staff have been fully credentialed and are competent to perform the treatments and procedures for which they have privileges.
3. obtain from your physician your diagnosis, treatment plan and prognosis, in language clearly understandable in "lay" terms.
4. give informed consent prior to the commencement of the procedure.
5. refuse treatment within the confines of the law, to participate in your care and to be informed of the medical consequences for refusal of care.
6. have your privacy respected.
7. expect care regardless of age, race, color, sexual orientation, religion, marital status, sex, national origin, handicap, source of payment or sponsor, where additional arrangements can be made.
8. expect interpretive services, visual and auditory aids will be made available.
9. expect that referral or transfer will occur if necessary but only after you and/or your care person have been made aware of such need.
10. obtain information regarding relationships between the organization and other healthcare and educational institutions, in so far as care is concerned. You also have the right to obtain information as to the existence of any professional relationships among individuals involved in your care. This provision includes your physician's ownership in the center.
11. be advised when the facility is involved in research and human experimentation affecting your care or treatment and have the right to refuse participation.
12. expect continuity of care among your healthcare team. This includes the "handing off" communication within the center, but also the information passed upon discharge or transfer. This expectation covers the right to know how you can contact your physician, as well as the physician's name.
13. be informed of fees for services and payment policies, as well as any charges above what insurance will pay. You also have the right to receive an itemized copy of your account statement upon request and an explanation of charges.
14. be free from mental, physical, sexual and verbal abuse and the right to have any allegations investigated by the institution.
15. be informed of provisions for after-hour and emergency coverage.
16. expect truth in advertising by the organization.
17. know whether or not the organization accepts your insurance, including Medicare, prior to your treatment.
18. know that the organization makes decisions regarding the provision of ongoing care, treatment and discharge based on the assessment of the patient.
19. make suggestions regarding changes in policies and procedures of the

organization and to file a grievance without fear of reprisal.

20. review, inspect and amend your health record to include disclosures.
21. have an advance directive. However, you also have the right to know that resuscitative measures will be initiated during your surgical event/appointment.
22. know that staff will be responsive to your complaints regarding pain and will provide pain prevention and management.
23. contact the accreditation agency, the state and CMS regarding issues and/or complaints surrounding the quality of your care.

You have the responsibility:

1. of informing the organization truthfully regarding the presence, or absence, of an adult care person, to be in attendance for your postoperative instructions and transportation.
2. of ensuring home care, either through a friend, family member, or home healthcare, and for advising the organization of issues surrounding this subject in a timely manner such that alternatives can be arranged.
3. of following preoperative and postoperative instructions and of asking questions or seeking clarification where your understanding of such instructions is questionable.
4. to provide information about past illnesses, hospitalizations, medications, allergies, sensitivities and other matters relating to your health — and to answer all questions concerning these matters to the best of your ability.
5. to advise the organization of barriers to your learning, such as visual, auditory or other deficits to include language barriers. This is important so that the

organization can make arrangements to support you in the identified area.

6. to report changes in your condition and status to the organization representative and your physician in a timely manner.
7. of being considerate and respectful to members of the organization's staff and healthcare workers. It is, furthermore, your responsibility to ensure that your family members or care persons are equally considerate and respectful.
8. of being respectful of the organization's property.
9. for paying promptly or making arrangements for the payment of your bills and for providing all required information for insurance processing.
10. for keeping all appointments at your scheduled time, or for contacting the organization as soon as possible should circumstances change.
11. for advising the organization's staff members regarding pain needs, issues or special requests and for asking for pain relief when the pain first begins. You should also follow alternative methods for pain relief taught to you by the staff.

If a court of proper jurisdiction has granted guardianship of the patient to another party, such party may exercise these patient's rights and shall be expected to abide by the responsibilities listed above.