

Springfield Ambulatory Surgery Center

Patient's Rights and Notification of Physician Ownership

PATIENT'S BILL OF RIGHTS:

Every patient has the right to be treated as an individual and to actively participate in and make informed decisions regarding his/her care. The facility and medical staff have adopted the following list of patient's rights and responsibilities, which are communicated to each patient, or patient's representative/surrogate in advance of the procedure:

PATIENT'S RIGHTS:

- A patient has the right to considerate, respectful, and dignified care given by competent personnel.
- A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care and the names and functions of other health care persons having direct contact with the patient.
- A patient has the right to full consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
- A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- A patient has the right to know what Ambulatory Surgery Facility (ASF) rules and regulations apply to his conduct as a patient.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- The patient has the right to receive full information in layman's terms that he/she can understand, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure. Informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).
- The patient has the right to receive as much information about any proposed treatment or

procedures as he/she may need in order to give informed consent prior to the start of any procedure or treatment.

- When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
- To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. All personnel shall observe these patient's rights.
- A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent without compromise to the patient's care. The patient's written consent for participation in research shall be obtained and retained in his/ her patient record.
- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- To make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment. If treatment is refused, the patient has the right to be told what effect this may have on their health, and the reason shall be reported to the physician and documented in the medical record.
- A patient has the right to medical and nursing services and treatment without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability or source of payment.
- The patient who does not speak English shall have access, where possible, to an interpreter.
- The ASF shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons. His/her written permission shall be obtained before his/ her medical records can be made available to anyone not directly concerned with his/her care. The facility has established policies to govern access and duplication of patient records.
- The patient has the right to expect good management techniques to be implemented within the ASF. These

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techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.

- The patient has the right to appropriate assessment and management of pain.
- If an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- The patient has the right to examine and receive a detailed explanation of his/her bill regardless of source of payment.
- A patient has the right to be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the facility.
- A patient has the right to expect that the ASF will provide information for continuing health care requirements following discharge and the means for meeting them.
- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
- A patient has the right to be informed of his rights at the time of admission.
- The patient has the right to be provided privacy and security during the delivery of patient care service.
- The patient has the right to be advised if the physician providing care has a financial interest in the surgery center.
- To be informed of their right to change providers if other qualified providers are available.
- Be advised as to the absence of malpractice coverage

Patient Responsibilities:

- To provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- To follow the treatment plan prescribed by their provider, including pre-operative and discharge instructions.
- To provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- To inform their provider about any living will, medical power of attorney, or other advance healthcare directive in effect.
- To accept personal financial responsibility for any charges not covered by their insurance.

- To be respectful of all the healthcare professional and staff as well as other patients.

If you need an Interpreter:

- If you will need a translator, please let us know and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

Statement of Nondiscrimination:

* **Springfield Ambulatory Surgery Center** complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

* **Springfield Ambulatory Surgery Center** Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

* **Springfield Ambulatory Surgery Center** respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

***Springfield Ambulatory Surgery Center**遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

Rights and Respect for Property and Person

The patient has a right to:

- Exercise his or her rights without being subjected to discrimination or reprisal
- Voice grievance regarding treatment or care that is, or fails to be, furnished
- Be fully informed about a treatment or procedure and the expected outcome before it is performed

Privacy and Safety:

The patient has the right to:

- Confidentiality of personal medical information
- Personal privacy
- Receive care in a safe setting
- Be free from all forms of abuse or harassment

You have the right to information on the center's policy regarding Advance Directives

Advance Directives

An "Advance Directive" is a general term that refers to your instructions about your medical care in the event you

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become unable to voice these instructions yourself. Each state regulates advance directives differently. STATE laws regarding Advanced Directives are found in Pennsylvania Statutes 20 Pa. CSA chapter 54. Advance Directives are documents which indicate your health care wishes in the event that you are not capable of making your own decisions. Advance directives are not used for decision making if the patient is able to make the decision. Pennsylvania recognizes two types of advance directives: durable power of attorney; and living wills.

You have the right to informed decision making regarding your care, including information regarding Advance Directives and this facility's policy on Advance Directives. Applicable state forms will also be provided upon request. A member of our staff will be discussing Advance Directives with the patient (and/or patient's representative or surrogate) prior to the procedure being performed.

The Endoscopy Center respects the right of patients to make informed decisions regarding their care. The Center has adopted the position that an ambulatory surgery center setting is not the most appropriate setting for end of life decisions. Therefore, it is the policy of this surgery center that in the absence of an applicable properly executed Advance Directive, if there is deterioration in the patient's condition during treatment at the surgery center, the personnel at the center will initiate resuscitative or other stabilizing measures. The patient will be transferred to an acute care hospital, where further treatment decisions will be made.

If the patient has Advance Directives which have been provided to the surgery center that impact resuscitative measures being taken, we will discuss the treatment plan with the patient and his/her physician to determine the appropriate course of action to be taken regarding the patient's care.

Complaints/Grievances:

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution, You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and/or agencies you may contact:

Elizabeth Eliff RN BSN
1528 Bethlehem Pike
Flourtown PA 19031

215-402-0600

You may contact your state representative to report a complaint: www.cdc.gov/mmwr/about.html

The Bureau Director of Acute & Ambulatory Care Division of the Department of Health maintains a complaint hotline 24hours a day, 7 days a week. You may contact 7-800-254-5164 with any complaint or concern should it not be resolved by the center to your satisfaction.

Sites for address and phone numbers of regulatory agencies:

Medicare Ombudsman Web site:

<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

Medicare: www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)

Office of the Inspector General: <http://oig.hhs.gov>

Accreditation Association for Ambulatory Health Care (AAHC)

3 Parkway North, Suite 201
Deerfield, IL 60015
(847)853-6060 or email: info@aaahc.org

Physician Financial Interest and Ownership

The center is owned, in part, by the physicians. The physician(s) who referred you to this center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with federal regulations.

THE FOLLOWING PHYSICIANS HAVE A FINANCIAL INTEREST IN THE CENTER:

Dr Victor Araya

Dr Marc Hopkins

Dr James Taterka