

SPRINGHILL SURGERY CENTER

PATIENT'S RIGHTS AND RESPONSIBILITIES

THE PATIENT HAS THE RIGHT TO:

1. Receive services without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor.
2. Be treated with consideration, respect and dignity including privacy in treatment.
3. Be free from all forms of abuse or harassment.
4. Be informed of the services available at the Center.
5. Be informed of the provisions for off-hour emergency coverage.
6. Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost of care.
7. Receive an itemized copy of your account statement, upon request.
8. Obtain from your Health Care Practitioner, or the Health Care Practitioner's delegate, complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand.
9. Receive from your physician information necessary to give informed consent prior to the start of any non-emergency procedure or treatment or both.
10. Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of your action.
11. Refuse to participate in experimental research.
12. Right to change primary or specialty physicians if other qualified physicians are available.
13. Voice grievances and recommend changes in policies and services to the Center's staff, the operator and the Arkansas Department of Health without fear of reprisal.
14. Express complaints about the care and services provided and to have the Center investigate such complaints. If the patient is not satisfied by the Center's response, the patient may complain to:
Arkansas Department of Health
Telephone: 1-800-462-0599
Office of the Medicare Beneficiary Ombudsman:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
15. Privacy and confidentiality of all information and records pertaining to your treatment.
16. Approve or refuse the release or disclosure of the contents of your medical record to any Health Care Practitioner and/or Health Care Facility except as required as by law or third-party payment contract.
17. Access your medical record pursuant to the provisions of the law.
18. Execute an Advance Directive.
19. Receive pain management services.

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20. If a patient is judged incompetent under applicable state health safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under the state law to act on the patient's behalf.
21. If a state court has not judged a patient incompetent, any legal representative designated by the patient in accordance with Arkansas law may exercise the patient's right to the extent allowed by law.

THE PATIENT HAS THE FOLLOWING RESPONSIBILITIES:

1. To provide the Center with complete and accurate medical information including; medications, as well as dietary supplements, and any allergies or sensitivities.
This is to be provided at each visit by completing the pre-anesthesia survey form as well as the medication reconciliation record before arrival to the Center.
2. Provide a responsible adult to transport you home from the facility and remain with you for twenty-four (24) hours.
3. Inform your doctor about any advance directive: living will, health care proxy, medical power of attorney, or another directive that could affect your care.
4. To ask all questions you may have regarding the treatment provided by the Center.
5. To consent by free will to all medical treatment and/or procedures.
6. To tell us if you do not understand procedures or instructions.
7. To follow after-care instructions as recommended by the Center.
8. To contact your physician with post-operative questions or concerns.
9. To provide all necessary information regarding third-party payment sources.
10. To make all financial payments for any charges not covered by your insurance.
11. To observe all the Center's policies and regulations.
12. To keep appointments as scheduled, or advise the Center if the appointment cannot be kept.
13. To be considerate of other patients and personnel and respect the property of others and the Center.