

**THE SURGERY CENTER AT MILLS RIVER**  
**PATIENT/PATIENT REPRESENTATIVE RIGHTS AND RESPONSIBILITIES**

**Patients, the Patient's Representative & the Patient's Health Care Surrogate have:**

1. The right to considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment, any act of discrimination or reprisal. These rights may be exercised without regard to sex or cultural, economic, educational or religious background or the source of payment for care
2. The right to full consideration of privacy concerning his/her medical care program. Health care professionals will conduct all confidential case discussions, consultations, examinations, and treatments discreetly. This includes the right to be advised of the reason for the presence of any individual involved in his/her healthcare
3. The right to interpretation services is available as needed or requested for him/her or persons authorized to act on behalf of him/her. Services are offered at no charge.
4. The right to confidential treatment of all communications and records pertaining to the patient's care and visit to the facility. (Except when the law requires, patients, the patient representative or the patient's surrogate has the opportunity to approve or refuse the release of their records). If confidential communications and records are released, written consent by the patient shall be obtained. If the patient is physically or mentally unable to, written consent is required from the patient's responsible party.
5. The right to access information contained in his/her medical record within a reasonable frame of time, (within 48 hours of request, excluding weekends and holidays), to include information regarding diagnosis, evaluation, treatment and prognosis. If it is medically unadvisable to give such information to the patient, a person designated by the patient or a legally authorized person shall have access to the patient's information.
6. The right to participate in the development and implementation of the patient's plan of care and to actively participate in decisions regarding this medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment. This right includes information from the patient's physician about a patient's illness, the planned course of treatment, (including unanticipated outcomes), and prospects for recovery in terms the patient can understand.
7. The right to know the physician performing the procedure may have financial interest or ownership in The Surgery Center of Mills River. Disclosure of this information will be in writing and furnished prior to the start of the procedure in a language and manner the patient, the patient representative or the patient's surrogate understands.
8. The right to services provided at the facility and reasonable responses to any reasonable request the patient, the patient representative or the patient's surrogate may make for service.
9. The right to continuing healthcare requirements and instructions following the patient's discharge from the facility. The facility services are not intended for emergency care; therefore, all practitioners will direct after hours' care to the closest emergency room. The patient has the right for continuing care after hours or overnight. If care is not available at The Surgery Center of Mills River, the patient will be transferred to a hospital.
10. The right to examine and receive the fees for service. Upon request and prior to the initiation of care or treatment, the right to receive an estimate of the facility charges, potential insurance payments and an estimate of any co-payment, deductible, or other charges not paid by insurance.
11. The right to refuse to participate in experimental research, treatment or drugs. The patient's written consent for participation in research shall be obtained and retained in the patient record.
12. The right to a written copy of the facility's policy on advance directives in a language and manner the patient, the patient's representative or the patient's surrogate understands. Information concerning advance directives will be made available to the patient, the patient representative or the patient's surrogate, including a description of the state laws regarding advance directives and official state advance directive forms if requested. Documentation of whether the individual has executed an advance directive will be placed in each patient chart.
13. The right to knowledge of the medical staff credentialing process, upon request.
14. The right to knowledge of the name of the physician who has primary responsibility for coordinating the patient's care and the names and professional relationships of other physicians and healthcare providers who will care for the patient and perform the procedure. The patient has the right to change the primary physician if another is available.
15. The right to understandable marketing or advertising methods used by the facility identifying the competence and skill of the organization.
16. The right to as much information about any proposed treatment or procedure as needed in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, any alternate courses of treatment or non-treatment and the risks involved in each.
17. The right to know whether the patient's physician has appropriate liability insurance coverage or if the physician does not carry malpractice insurance.

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18. The right to be advised of the facility's grievance process should the patient wish to communicate a concern regarding treatment or care that is (or fails to be) delivered.
19. Be informed of his/her right to discontinue care or to leave the facility against the physician's advice as well as to be advised of any risks to the patient when discontinuing care or leaving the facility.
20. The right to appropriate assessment and management of pain.
21. The right to remain free from seclusion or restraints of any form not medically necessary or that are used as a means of coercion, discipline, convenience, or retaliation by staff.
22. The right to have a family member notified of the patient's admission as well as notification of the patient's personal physician, if requested.
23. If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
24. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.
25. The right to express spiritual and cultural beliefs.
26. The right to information regarding the patient's outcomes of care including unexpected outcomes.
27. The right to use a telephone and allowed privacy while making a call.
28. The right to be assured that reasonable safeguards will be provided for protection, respect and storage of patients' property.

#### **Patient, the Patient's Representative & the Patient's Health Care Surrogate Responsibilities:**

1. Responsible for providing accurate and complete information concerning the patient's present complaints, past illnesses and hospitalizations, and other matters relating to his/her health.
2. Responsible for reporting perceived risks in the patient's care and unexpected changes in the patient's condition to the responsible practitioner.
3. Responsible for asking questions concerning the information presented by a staff member about the patient's care or what the patient is expected to do.
4. Responsible for following the treatment plan established by the patient's physician, including the instructions of nurses and other health professionals who carry out the physician's orders.
5. Responsible for keeping appointments and for notifying the facility or physician when the patient is unable to do so.
6. Responsible for providing healthcare insurance information and assuring the financial obligations of the patient's care are fulfilled as promptly as possible.
7. Responsible for the consequences if the patient refuses treatment or fails to follow the practitioner's instructions.
8. Responsible for following facility policies and procedures.
9. Responsible for being respectful and considerate of other patients and organizational personnel.
10. Responsible for being respectful of the belongings of others in the facility
11. Family members shall have the responsibility to be available to participate in decision-making and providing staff with knowledge of family whereabouts. Parents/family have the responsibility to continue their parenting role to the extent of their ability.

These rights and responsibilities listed here and on the previous page outline the basic concepts of service at The Surgery Center of Mills River. If you believe, at any time, our staff has not met one or more of the statements during your care here, please ask to speak to the Medical Director or Director of Nursing. We will make every attempt to understand your complaint/concern. We will correct the issue you have if it is within our control, and you will receive a written response.

#### **Bonnie Goodwin, Center Administrator**

If you have concerns about patient safety or quality care in The Surgery Center at Mills Rivers, you may contact any of the following organizations:

**NC Division of Health Service Regulation:** <https://info.ncdhhs.gov/dhsr/ahc/index.html#contact>

**Telephone:**(919) 855-4620 **Acute Care Fax:**(919) 715-3073 **CLIA Fax:**(919) 733-0176 or **Mail** to 2712 Mail Service Center, Raleigh, NC 27699-2712

#### **Web site for the Office of the Medicare Beneficiary Ombudsman.**

Medicare: 1-800-Medicare (1-800-633-4227) (Ombudsman) @ <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> or <http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx> or <http://www.cms.hhs.gov/ombudsman/resources.asp>