

LEONARDTOWN SURGERY CENTER, L.L.C.

MANUAL:	Policy & Procedure	Effective Date:	11/15/2011
SECTION:	Clinical	Reviewed Date:	12/11/2012 12/03/2013 12/30/2014 11/09/2015 12/02/2016 12/04/2017 12/10/2018 11/04/2019 12/30/2020
POLICY:	3.29 Patients' Rights and Responsibilities	Revised Date:	08/17/2018 02/05/2019

PATIENTS' RIGHTS AND RESPONSIBILITIES

PURPOSE: To outline the basic rights and responsibilities of patients and individuals who participate in care, treatment and services at Leonardtown Surgery Center (LSC).

POLICY:

- As healthcare is a cooperative effort between the patient, physicians, and staff, it is important for each patient to understand and fully exercise his or her rights both as a patient and as a human being.
- All individuals who render care, treatment or services at LSC are to respect the culture and rights of patients.
- Each patient has the right to impartial access to treatments or accommodations that are available or medically indicated, without consideration of race, religion, sex, national origin, handicap or source of payment.

PROCEDURE:

A. PATIENT RIGHTS

PATIENT RIGHTS

Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural or physical handicap, personal value and benefits.

- Every patient has the right to receive from his/her physician enough information so that he/she may understand the procedure or treatment being received in order to sign informed consent. In addition, the patient can exercise these rights without being subjected to discrimination or reprisal.
- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs.
- Every patient has the right to a safe environment.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his social religious and psychological wellbeing.

- Every patient has the right to confidentiality; has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility or as required by law or third-party payment contract.
- Every patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- Every patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and possible risks and side effects associated with treatment. If medically inadvisable to disclose to patient such information, the information is given to a person designated by patient or to a legally authorized individual.
- Every patient has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to change health care providers at any time.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- Every patient has the right to appropriate treatment and care to include the assessment and management of pain.
- If a patient is adjudged incompetent under applicable state laws by a court or proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- 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 the State law.
- Every patient has the right to understand facility charges. You have the right to an explanation of all facility charges related to your health care.
- Every patient has the right to all resuscitative measures; therefore, we will not honor Advance Directives.
- Every patient has the right to be free of all forms of abuse and harassment.
- Every patient has the right to know methods for expressing grievances and suggestions to the surgery center. In addition, every patient has the right to a fair process for resolving differences with their health plan, healthcare providers, and the institution that serves them.
- Every patient has the right to express grievances to the administrator of Leonardtown Surgery Center at the following number 301-690-2203 without fear of reprisals.
- Every patient has the right to express grievances or complaints without fear of reprisals to the following entities:

Maryland Department of Mental Health and Hygiene
Office of Health Care Quality
7120 Samuel Morse Drive
2nd floor
Columbia, MD 21046
410-402-8040

Medicare Ombudsman [website:www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

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

B. PATIENT RESPONSIBILITIES

It is the patient's responsibility

- To read and understand all permits and/or consents you sign. If you do not understand your consent, it is your responsibility to ask the nurse or physician for clarification. If you do not understand the Financial Agreement, it is your responsibility to ask the Business Office Representative for clarification.

It is the patient's responsibility

- To provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities

It is the patient's responsibility

- To read carefully and follow any pre-operative written or oral instructions your physician or Leonardtown Surgery Center has given and to notify your physician or Leonardtown Surgery Center if you have not followed the pre-operative instructions

It is the patient's responsibility

- To inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care

It is the patient's responsibility

- To provide an adult to transport you home after the surgery if you have received medications and/or anesthesia

It is the patient's responsibility

- To provide for someone to be responsible for your care for the first 24 hours after your procedure

It is the patient's responsibility

- To follow carefully any written or verbal postoperative instructions from your physician(s) or nurse. This includes keeping any scheduled postoperative appointments with your physician

It is the patient's responsibility

- To contact your physician regarding any post-operative question, problem, or complication

It is the patient's responsibility

- To assure your financial obligations for services are fulfilled as promptly as possible and to assume ultimate responsibility for payment regardless of insurance coverage

It is the patient's responsibility

- To notify the Administrator or Medical Director if you feel any rights have been violated or if you have a complaint, or suggestion for improvement. This can be accomplished by completing and returning your patient questionnaire or by direct contact

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It is the patient's responsibility

- To be respectful of all the health care providers and staff, as well as other patients