

PATIENT RIGHTS

I. THE PATIENT HAS THE RIGHT TO:

- A. Treatment without regard to: race; creed; color; ethnic origin; nationality; sex or sexual orientation; handicap, disability, or infection; age; affiliation with political, fraternal or religious organizations; or military, cultural, economic, or educational background; or the source of payment for care.
- B. Be treated with consideration, respect, and full recognition of dignity and in individuality, including privacy in treatment and personal care needs given by competent personnel.
- C. The knowledge of the name and qualifications of the surgeon who has primary responsibility for coordinating his care and the names and qualifications and professional relationships of other practitioners who will participate in his care. The patient has the right to be advised as to the reason for the presence of any individual.
- D. Receive full information from his physician about his illness, his course of treatment, and his prospects for recovery in terms he can understand. 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.
- E. Receive the necessary information about any proposed treatment or procedure in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of all the procedure(s) or treatment(s), the medically significant risk(s) involved in this treatment, an alternate course of treatment or non-treatment, and the risk(s) involved in each, and the name of the person who would carry out the treatment(s) or procedure(s).
- F. Participate actively in decision(s) regarding his medical/surgical care. To the extent it is permitted by law, includes the right to refuse or withdraw consent for treatment and to change physicians.
- G. Full consideration of privacy concerning his medical/surgical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly.
- H. Confidential treatment of all communications and records pertaining to his care. His written permission shall be obtained before his medical records are made available to anyone not concerned with his care.
- I. Reasonable responses to any reasonable request he makes for services.
- J. Be informed by his physician, or designee, of his continuing health care requirements for reasonable continuity of care and to know in advance the time and location of appointment(s), as well as, the practitioner providing the care.
- K. Be advised if the surgeon proposes to engage in or perform human experimentation affecting his care or treatment. The patient has the right to refuse to participate in such research projects.
- L. Receive, if requested, a detailed explanation of is itemized bill for services, regardless of the source of payment.
- M. Have all patients' rights explained to them or to the person who has legal responsibility to make decisions regarding medical care on their behalf.
- N. Express any grievances or suggestions, verbally or in writing to PSI Surgery Center manager.
- O. Know what Center rules and regulations apply to his conduct as a patient.
- P. Expect emergency procedures to be implemented without unnecessary delay.
- Q. The Center will provide the patient, or their designee, upon appropriate request, assess to information contained in their Medical Record, unless access is specifically restricted by their physician for medical reasons, under HIPPA Regulations.
- R. If you feel the need to report a complaint to the Ohio Department Of Health; use the department's complaint unit phone number:
1-800-342-0553 or 1-614-644-7726
The web site for the office of the Medicare Beneficiary Ombudsman is:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
Provider and Consumer Services Unit
246 North High Street
Columbus, Ohio 43215