



## Statement of Patient Rights and Responsibilities

### RIGHTS:

1. Patients have the right to considerate and respectful care.
2. Patients have the right to privacy concerning their own medical care and to expect that all communications and records pertaining to their care will be treated as confidential. Case discussion, consultation, examination and treatment are confidential. Staff not directly involved in the patient's care should have the permission of the patient to be present.
3. Patients have the right to receive information necessary to give informed consent prior to any procedure or treatment, including the credentialing status of the health care professional scheduled to perform the procedure or treatment. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
4. Patients have the right to receive information Apogee Outpatient Surgery Center policy concerning Advance Directives.
5. Patients have the right to examine and receive an explanation of their bill regardless of source of payment. They also have the right to know fees for specific services.
6. Patients have the right to know what Apogee Outpatient Surgery Center rules and regulations apply to their conduct as a patient and to know provisions for after hours and emergency care.
7. Patients have the right to express opinions regarding the policies of the organization which affect treatment, and to file a grievance or make a report to an external agency, if desired.
8. Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
9. The patient has the right to be free from all forms of harassment or abuse.
10. The patient has the right to exercise his/her rights without being subjected to discrimination or reprisal.

### RESPONSIBILITIES:

1. Patients have the responsibility to provide accurate and complete information regarding present complaints, past illnesses, hospitalizations, medications, allergies and unexpected changes in the patient's condition.
2. Patients are responsible for following the treatment plan prescribed by his/her provider.
3. Patients are responsible for arranging adult transportation home from the facility and remain with him/her for 24 hours, if required by his/her physician.
4. Patients are responsible for promptly fulfilling the financial obligations of health care.
5. Patients have the responsibility to treat all caregivers and other patients with courtesy.

*Patient rights and responsibilities apply also to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.*

### PROCEDURE:

1. A copy of the patient's rights are posted in the reception area.
2. Patient satisfaction will be surveyed at selected intervals.
3. All staff shall be oriented to patient's rights.

Signature of Patient \_\_\_\_\_

Copy given to patient \_\_\_\_\_