

Patient's Bill of Rights and Responsibilities

In recognition of our responsibilities in rendering patient care and to protect and promote the exercise of patients rights and respect for property and person, these rights and responsibilities are affirmed in the policies and procedures of Effingham Ambulatory Surgery Center....

Patient Rights

To receive services without regard to race, color, age, gender, sexual orientation, religion, marital status, handicap, national origin or sponsor.

To exercise his or her rights without being subjected to discrimination, abuse, harassment or reprisal.

To be fully informed about treatment or procedure and the expected outcome before it is performed.

To be treated with respect, consideration and dignity.

To be provided with appropriate privacy.

To receive care in a safe setting.

To know the names and professional status of individuals providing service to you

To expect that all disclosures and records are treated confidentially, except when required by law, and to be given the opportunity to approve or refuse their release.

To receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment, except in emergencies. Such information for informed consent should include the specific procedure and/or treatment, significant medical risks involved, and the probable duration of incapacitation. Where significant alternatives for medical care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information and the consequences of not complying with therapy. The patient has the right to know the name of the person responsible for the procedures and/or treatment.

To be given the opportunity to participate in informed decisions involving their care, except when participation is contraindicated for medical reasons.

To extend these rights to the patient's legal representative.

To voice grievances regarding treatment or care that is or that fails to be furnished.

To be informed as to:

Services available from the facility

Provisions for after-hours and emergency care

Fees for services

Payment policies

Right to refuse participation in investigational or clinical trials

Methods for expressing grievance and suggestions to the facility request to Speak to the Administrator.

If you have an inquiry, complaint grievance or concern you may contact:

***Illinois Department of Public Health
Office of Health Care Regulation***

525 W Jefferson St. 5th Floor

Springfield, IL 62761

1-800-252 -4343

OR

Medicare Beneficiary Ombudsman

www.medicare.gov/Ombudsman

Patient Responsibilities

All patients are responsible for behavior, which shows respect and consideration for other patients, family, visitors and personnel of the facility.

All patients are responsible for assuring that the financial obligations for health care rendered are repaid in a timely manner.

All patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by their healthcare team member.

All patients have the responsibility to provide the facility with an accurate past and present medical history about present complaints, past illnesses, hospitalizations, surgeries, existence of advance directives, medications and other pertinent data.

All patients have the responsibility to follow the recommended plan of treatment as given to him/her by the physician at the facility or other personnel authorized by the facility to so instruct patients.

All patients are responsible for keeping their appointment for surgery. If they anticipate a delay or must cancel surgery, please notify the facility as soon as possible.

All patients are responsible for carrying out their pre-operative orders as supplied by the facility.

All patients are responsible for the disposition of their valuables as the facility does not assume this responsibility.

All patients are responsible for asking questions and seeking clarification until they fully understand.

All patients are responsible for providing positive and negative feedback in a constructive and appropriate manner about the care you have received.