

Patient's Rights and Responsibilities

Every patient has the right to be treated as an individual and to actively participate in and make informed decisions regarding his/her care. The facility and medical staff have adopted the following patient rights and responsibilities, which are communicated to each patient or the patient's representative prior to the procedure / surgery.

PATIENT'S RIGHTS:

STATE law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

A patient has the right...

- To be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- To a prompt and reasonable response to questions and requests.
- To know who is providing medical services and who is responsible for his or her care.
- To know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- To know what rules and regulations apply to his or her conduct.
- To be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- To be informed of their right to change providers if other qualified providers are available.
- To refuse any treatment, except as otherwise provided by law.
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- If the patient is eligible for Medicare, that patient has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- To receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- To impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- To know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- To express grievances regarding any violation of his or her rights, as stated in NC law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

PATIENT'S RESPONSIBILITIES:

A patient is responsible...

- For providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health including over-the-counter products, dietary supplements, and any allergies or sensitivities.
- For reporting unexpected changes in his or her condition to the health care provider.
- For reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- For following the treatment plan recommended by the health care provider and participate in their care.
- For keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- For his or her actions should he or she refuses treatment or does not follow the health care provider's instructions.
- For assuring that the financial obligations of his or her health care are fulfilled as promptly as possible and for any charges not covered by insurance.
- For following health care facility rules and regulations affecting patient care and conduct.
- For being respectful of all the health care professionals and staff, as well as other patients and visitors
- For having a responsible adult to provide transportation home and to remain with them as directed by the provider or as indicated on discharge instructions.

If you need an interpreter...

If you will need an interpreter, please let us know and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you, please make arrangements to have them accompany you on the day of your procedure.

Rights and Respect for Property and Person

The patient has the right...

- To exercise his or her rights without being subjected to discrimination or reprisal.
- To voice a grievance regarding treatment or care that is/or fails to be furnished.
- To be fully informed about a treatment or procedure and the expected outcome before it is performed.
- To confidentiality of personal medical information

Privacy and Safety

The patient has the right...

- To personal privacy.
- To receive care in a safe setting.
- To be free from all forms of abuse or harassment.

Advance Directives

You have the right to information regarding advance directives, this facility's policy on advance directives, and information regarding state regulations concerning advance directives. Applicable state forms are available from the center and will be provided upon request.

When a person becomes unable to make decisions due to a physical or mental change or condition, they are considered incapacitated. To make sure that an incapacitated person's decisions about health care will still be respected, the NC legislature enacted legislation pertaining to health care advance directives. The law recognizes the right of a competent adult to make an advance directive instructing his or her physician to provide, withhold, or withdraw life-prolonging procedures; to designate another individual to make treatment decisions if the person becomes unable to make his or her own decisions; and/or to indicate the desire to make an anatomical donation after death.

WakeMed Surgery Center respects the right of patients to make informed decisions regarding their care. The Center has adopted the position that an ambulatory surgery center setting is not the most appropriate setting for end-of-life decisions. Therefore, it is the policy of this surgery center that in the absence of an applicable properly executed Advance Directive, if there is deterioration in the patient's condition during treatment at the surgery center, the personnel at the center will initiate resuscitative or other stabilizing measures. The patient will be transferred to an acute care hospital, where further treatment decisions will be made.

If the patient has Advance Directives which have been provided to the surgery center that impact resuscitative measures being taken, we will discuss the treatment plan with the patient and his / her physician to determine the appropriate course of action to be taken regarding the patient's care.

Contacts

The following are the names and/or agencies you may contact:

- **Division Contact:** Tiara Dennison, Administrator
Phone: 919-867-6101
 - **Complaint Hotline:**
Phone: 1-800-624-3004 (within North Carolina),
or 919-855-4500 • Fax: 919-715-7724
Hours: 8:30 am - 4 pm weekdays, except holidays
Mail: 2711 Mail Service Center, Raleigh, NC 27699-2711
State Web site: www.cms.hhs.gov/center/ombudsman.asp
- Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman at the Medicare Ombudsman Web site: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- **Medicare:** www.medicare.gov
Phone: 1-800-MEDICARE (1-800-633-4227)
 - **Office of the Inspector General**
<http://oig.hhs.gov>



North Raleigh Surgery Center