

SUBJECT: PATIENT RIGHTS AND RESPONSIBILITIES

PURPOSE:

To educate the patient, patient representatives, surrogates, providers, and employees about the rights and responsibilities of patients.

To ensure that the patient, patient representatives, surrogates, health care providers, and Center employees understand the rights and the responsibilities of the patient.

To ensure that the rights and responsibilities statement is displayed in a place or places where patient's, patient representatives, surrogates, providers and employees can read the statement.

The statement must be of a size to be easily seen and read.

To ensure all efforts are made for the patient, patient representative, or surrogate to receive a copy of the statement prior to the date of the procedure.

POLICY:

The Patient Rights and Responsibilities Statement will be displayed in the lobby area of the facility other areas if needed.

The notice of rights must include the Web address for the Office of the Medicare Beneficiary Ombudsman and the name of the State agency or department with address and phone number where patients and/or their representatives can report complaints.

Orientation of employees and providers will include a review of the statement, this policy, and other policies that support the patient's rights and responsibilities.

Patients, patient representatives or surrogates must receive verbal and written notice of Patient Rights and Responsibilities in a language and manner to ensure they understand all of their rights.

Patients, patient representative or surrogates will receive a copy of the Rights and Responsibilities statement prior to the start of the procedure. Upon admission, the patient, patient representative or surrogate will attest to the receipt and understanding of the Rights and Responsibilities statement.

The patient has the choice of using an interpreter of his/her own or one supplied by the ASC. The patient must be informed of the right to have an interpreter supplied at no cost to the patient.

All attempts should be made to resolve patient, patient representative or surrogate complaints. Complaints about billing and other non-medical care issues are generally not addressed by state regulatory agencies. Refer to the patient grievance policy for further information about attempts to resolve patient complaints.