

Patient Rights and Responsibilities

The patient has a right to:

- Access care without discrimination regardless of race, age, gender, religion, national origin, personal or cultural beliefs, handicap, or payment sources.
- Considerate and respectful care.
- Every consideration of privacy and to expect that all communications and records pertaining to your care will be treated as confidential to the extent consistent with adequate medical care, except as otherwise provided by law such as reporting suspected abuse and public health hazards.
- Reasonable access of your medical records.
- Receive care in a safe setting; free from abuse or harassment.
- Receive care free of restraints or seclusion as a means of discipline, convenience, coercion or retaliation.
- Inquire about a facility's affiliations, business relationships, rules and regulations.
- Obtain from physicians and other direct caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis. Except in emergency cases where the patient lacks decision making capacity, you are entitled to the opportunity to discuss and request information related to the specific treatments/procedures, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.
- Consent and participate in the decision making of your plan of care, including the right to refuse treatment to the extent provided by law, and to be informed of the medical consequences of such refusal.
- Expect reasonable continuity of care and to be informed of realistic options when facility care is no longer appropriate.
- Be informed of your rights in writing.
- Know the identity and professional status of individuals providing service.
- A reasonable response to their request for services customarily rendered by the facility and consistent with the patient's treatment. The patient has the right to a complete explanation and information concerning the need for, risks, benefits and alternatives to transfer to another facility.
- Consent or refuse to participate in research or experimental treatment and to have your rights protected during research, investigation, and clinical trial involving human subjects. Refusal to participate or discontinuation of participation will not compromise your right to access care, treatment, or services.
- An itemized statement of charges upon request. The patient may contact the billing office at 304-342-1113 for information regarding available payment methods or any financial assistance.
- Appropriate assessment and management of pain.
- Be informed of the facility's policy in relation to an advance directive (Living Will/ Power of Attorney for Healthcare).
- Exercise their rights without fear of discrimination or reprisal.
- Access the facility's Complaint/Grievance process and also to appeal to an outside agency. Complaint or criticisms will not compromise any future access to care at this facility. If you have any concerns about any aspect of our practice, please let our management staff know immediately so we can address the issues.

GRIEVANCE/ COMPLAINT INFORMATION

The nurse manager or office manager of the practice or the Medical Director of the Surgicenter may be contacted at 304-342-1113 during our regular business hours Monday through Friday 8:30 AM - 4:30 PM or by mail to 1306 Kanawha Blvd., East, Suite 100, Charleston, WV 25301.

The patient or family may also contact the following agencies to report facilities and/or providers who they feel treated them unjustly or who slighted their care.

Dept. of Health & Human Resources/ Office of Health Facility Licensure and Certification, Medical/ Hospital Program, 1 Davis Square, #101, Charleston, WV 25301 304-558-0050.
Abuse/ Neglect Hotline 1-800-352-6513.

A Patient Advocate is available at West Virginia Medical Institute, 3001 Chesterfield Avenue, Charleston, WV 25304 304-346-9864.
(Beneficiary Help Line) Medicare 1-800-642-8686 ext. 2266.

Medicare beneficiaries can also go to:
<http://www.cms.hhs.gov/ombudsman/resources.asp>

PATIENT RESPONSIBILITIES

As the patient, you have the responsibility to:

- Ask questions about anything you may not understand.
- Respect the property, comfort, environment and privacy of other patients and staff.
- Provide full and accurate information concerning your health and medical history by answering all questions as truthfully and completely as you can. This includes providing information concerning any medications you may be currently taking or any known allergies you may have.
- Try to understand and follow all instructions concerning your care and treatment.
- Report the effectiveness of intervention for pain control and work with nursing staff to achieve a comfortable level of pain control.
- Accept the consequences of refusing treatment.
- Report any changes in health status.
- Provide insurance or other necessary financial information in a cooperative and timely fashion as well as be responsible for payment of your treatment or services.
- Recognize the impact of your lifestyle on your personal health.

OWNERSHIP DISCLOSURE

Lee's Surgicenter is 100% owned by Ted Jackson, M.D. and Daniel Wood, M.D.

ADVANCE DIRECTIVES

Although not required for admission to our facility, Advance Directives serve to provide family and medical personnel with information concerning your wishes for medical care should you become incapacitated. In our ambulatory surgery care setting, should you suffer a cardiac or respiratory arrest, or other life threatening situation, you will agree to any resuscitation necessary with a transfer to a higher level of care. If you have any question or concern regarding this policy, please ask to speak with your surgeon.

If you have an Advance Directive, please provide us with a copy to be part of your medical record.

If you are interested in obtaining an Advance Directive, please ask our nursing staff for assistance. You may find additional information and forms specific to West Virginia at www.caringinfo.org or by calling 1-800-658-8898.