

SHELBY AMBULATORY SURGERY

At The Physicians Center

A Patient's Bill Of Rights and Responsibilities

The Shelby Ambulatory Surgery staff and doctors want to enhance your health, dignity and wholeness. Because of our mission, we hereby adopt this Bill of Rights and Responsibilities.

YOU HAVE THE RIGHT TO:

1. Be treated with respect, kindness, personal privacy and dignity.
2. Know that the effectiveness and safety of care, treatment and services for your health condition does not depend on your race, creed, religion, sex, gender, sexual orientation, ethnicity, country of origin, age, handicap or source of payment.
3. Be told about your medical condition, treatment and outlook in a manner that you can understand.
4. Make choices about your own care, treatment and services, including the right to request care, treatment and services or the right to refuse care, treatment and services in accordance with law and regulation and without coercion, discrimination or retaliation.
5. To be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.
6. To have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.
7. Expect we will assess and address your pain concern.
8. Have your family or your caregiver notified of your admission to the Surgery Center at your request.
9. Have your personal physician notified of your admission to the Surgery Center.
10. Make an advance directive, including a living will and/or power of attorney for health care.
11. Have a surrogate (parent, legal guardian, person with medical power of attorney exercise the patient's rights when the patient is incapable of doing so without coercion, discrimination or retaliation.
12. Privacy, confidentiality and security of your medical records and details about your care.
13. Be free from mental, physical, sexual, and verbal abuse and neglect, including the safe application of restraints.
14. To be informed of protective and community services.
15. Be told about business ties between the Surgery Center and your other caregivers.
16. Know that the Surgery Center will give you the best care it can. You may be asked to move to another Surgery Center or place of treatment. If so, you will be told your choices and what could happen with those choices.
17. Say yes or no to being a part of research.
18. Be told about how to continue your care upon your discharge from the Surgery Center.
19. Be told of the Surgery Center rules which include no smoking.
20. Receive a copy of your bill.

YOU ARE RESPONSIBLE FOR:

1. Letting the Surgery Center know about any medicines you are taking at home, your medical history and your present medical problems. You should tell your doctors or nurses about any changes to your medical problems while you are in the Surgery Center. This includes telling your doctors or nurses if you are in pain.
2. Giving the Surgery Center a copy of your advance directive, if you have one.
3. Asking questions when you or your family do not understand what you have been told about your medical condition, your treatment, or what you should do to care for yourself.
4. Knowing and following Surgery Center rules as outlined in the Patient Care Guide.
5. Following instructions, including your plan of care as developed by your health care team. Your plan of care includes the effect of lifestyle on your health. You are also responsible for accepting the consequences of not getting treatment or not following the instructions of your caregivers.
6. Showing respect for other patients and the Surgery Center staff. This includes treating Surgery Center belongings with respect.
7. Paying your Surgery Center bill. This includes giving the Surgery Center correct information about your insurance or your way for paying the bill.
8. Following the no smoking guidelines of the Surgery Center.

The rights and responsibilities can and should be exercised on the patient's behalf by a parent, guardian, designated surrogate, or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

You may contact the following organizations with questions or complaints:

Alabama Department of Public Health (1-800-356-9597)
201 Monroe Street • Montgomery, AL 36104

Regional IV Office of Civil Rights
US Dept. of Health and Human Services
Atlanta Federal Center, Suite 3B7061, Forsyth St. SW
Atlanta, GA 30303-8909
Phone: (404) 562-7886

Medicare Beneficiary Ombudsman at:
cms.hhs.gov/center/ombudsman

Medicare Ombudsman for Alabama, contact the
State Health Insurance Assistance Program at 1-800-243-5463

Medicare Claim Fraud: 1-800-633-4227

Identity Theft Hotline, Federal Trade Commission:
1-877-438-4338

The Joint Commission: 1-800-994-8610
One Renaissance Blvd. • Oakbrook, IL 60181