

STATEMENT ON A PATIENT'S BILL OF RIGHTS

In recognition of the responsibility of this facility in the rendering of patient care these rights are affirmed in the policies and procedures of the:

SURGICAL CARE CENTER OF MICHIGAN

1. The patient has the right to considerate and respectful care, the right to be free of abuse and harassment, and the right to exercise rights without reprisal or discrimination.
2. The patient has the right to obtain from his/her physician complete and current information concerning the diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in his/her behalf. He/she has the right to know, by name, the physician responsible for coordinating his care.
3. The patient has the right to receive from his physician information necessary to give informed consent prior to the start of the procedure and/or treatment. Except in emergencies such information should include but not necessarily be limited to the specific procedures and/or treatments, the medically significant risks involved, and the probable durations of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.
4. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action.
5. The patient has the right to every consideration of his privacy concerning his own medical care program. Case discussion, consultation examination and treatment are confidential and should be conducted discreetly. Those not directly involved in his care must have the permission of the patient to be present.
6. The patient has the right to expect that communications and records pertaining to his/her care should be treated as confidential.
7. The patient has the right to expect that within its capacity an ASC must make reasonable response to the request of a patient for services. The Facility must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another health care facility after he/she has received complete information and explanations concerning the needs for and alternatives to such a transfer. The institution to which the patient is transferred must first have accepted the patient for transfer.
8. The patient has the right to obtain information as to any relationship of this facility to other health care and educational institutions, insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him/her.
9. The patient has the right to be advised the facility proposes to engage in or perform human experimentation affecting his care or treatment. The patient has the right to refuse to participate in such research projects.

10. The patient has the right to expect reasonable continuity of care and to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the facility will provide a mechanism whereby he is informed by his physician or a delegate of the physician of the patient's continuing health care requirements following discharge.
11. The patient has the right to examine and receive an explanation of his bill regardless of the source of payment.
12. The patient has the right to know what Facility rules and regulations apply to his/her conduct as a patient, including Advance Directives, as required by state or federal law and regulations.
13. Policies and procedures shall be developed and implemented regarding the patients' rights. The operator shall have, in effect, a written statement of patients' rights which is prominently posted in patient care areas and a copy of which is given to the patient. Such statements shall include the patient's right to:
 - a. Receive service(s) without regard to age, race, color, sexual orientation, religion, marital status, sex, national origin or sponsor;
 - b. Be informed of the services available at the center;
 - c. Be informed of the provisions for off-hour emergency coverage;
 - d. Be informed of the charges for services, eligibility for third-party reimbursements and, when applicable, the availability of free or reduced cost care;
 - e. Receive an itemized copy of his/her account statement, upon request;
 - f. Voice grievances and recommend changes in policies and services to the center's staff, the operator and the State Department of Health without fear of reprisal;
 - g. Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing the patient and his/her designee with a written response within 30 days if requested by the patient indicating the findings of the investigation. The center is also responsible for notifying the patient or his/her designee that if the patient is not satisfied by the center response, the patient may complain to the State Department of Health's Office of Health Systems Management;
 - h. Approve or refuse the release or disclosure of the contents of his/her medical record to any health care practitioner and/or health care facility except as required by law or third-party contract.

STATEMENT ON PATIENT'S RESPONSIBILITIES

THE MEDICAL AND NURSING STAFF OF THIS FACILITY ARE COMMITTED TO SERVING THEIR PATIENTS AND FAMILIES WITH THE HIGHEST STANDARDS OF CARE. PATIENTS ARE PROVIDED WITH THIS LIST OF RESPONSIBILITIES SO THAT THEY MAY PARTICIPATE IN THEIR CARE IN THE MOST EFFECTIVE MANNER POSSIBLE.

1. The center expects that a patient will provide accurate and complete information about matters relating to his/her health history, medications (including over-the-counter products and dietary supplements), and any allergies or sensitivities.

2. A patient is responsible for reporting whether he/she clearly comprehends the treatment plan and what is expected of them.
3. The center expects that a patient will cooperate with all center personnel and ask questions if directions and/or procedures are not clearly understood.
4. A patient is expected to be considerate of other patients and center personnel and to observe the no smoking policy of the center. A patient is also expected to be respectful of the property of other persons and the property of the center.
5. A patient is expected to help the physicians, nurses, and allied health personnel in their efforts to care for the patient by following their instructions and medical orders both at the center and, if applicable, outside the center (i.e. at their home).
6. A patient is required to have a responsible adult to transport him/her home from the center and remain with him/her for 24 hours, if required by his/her provider.
7. It is understood that a patient assumes the financial responsibility of paying for all services rendered whether through third party payers (his/her insurance company) or being personally responsible for payment for any services which are not covered by his/her insurance policies.
8. It is expected that the patient will not take any drugs which have not been prescribed by his/her attending physician and/or prescribed or administered by the center staff and shall fully disclose any drugs and/or substances which the patient may have ingested and which could affect the current course of treatment contemplated at the center.
9. A patient is expected to inform his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.