

SUBJECT: PATIENT'S BILL OF RIGHTS	REF. AAAHC
DEPARTMENT: NovaMed Surgery Center, Oak Lawn	Page 1 of 1
APPROVED BY: Governing Board	EFFECTIVE: 2/09

PATIENT'S BILL OF RIGHTS

THE PATIENT HAS THE RIGHT TO:

- Receive the care necessary to help regain or maintain his or her maximum state of health and, if necessary, cope with death.
- Expect personnel who care for the patient to be friendly, considerate, respectful and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.
- Expect full recognition of individuality, including privacy in treatment and care. In addition, all communications and records will be kept confidential.
- Complete information, to the extent known by the physician, regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
- Be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care and related fees for services rendered.
- Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's designated representative or other legally designated person shall exercise the patient's rights.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
- Approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.
- Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
- Express grievances/complaints and suggestions, and report any patient safety or quality-related issues at any time.
- Change primary or specialty physicians or dentists if other qualified physicians are available.
- If you have an advance directive, such as a living will or healthcare proxy, it is the policy of this facility NOT to honor an advance directive. If you have a living will or healthcare proxy, please notify a staff member.
- Be fully informed before any transfer to another facility or organization.
- Express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.
- Reports of pain will be believed and information will be given to the patient about pain and pain relief measures. WE are a concerned staff committed to pain prevention and management; health professionals who respond quickly to reports of pain and effective pain management.
- Receive marketing/advertising information that is not misleading.
- Expects to know if there is an absence of malpractice insurance.