

Patient Rights & Responsibilities – Policy

The Center presents a Patient's Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his/her physician, and the organization.

At Southington Surgery Center, you or, if applicable, your representative, have the right to:

- Considerate, dignified, and respectful care in a safe, comfortable environment.
- Personal privacy and confidentiality.
- Know the names of health care providers and their role in your care.
- Treatment by compassionate, skilled, qualified health professionals.
- Be informed about and participate in your care and treatment plans.
- Make informed decisions.
- Timely information regarding facility policy that may limit its ability to implement a legally valid advance directive.
- Refuse treatment as allowed by laws.
- Be free from any act of discrimination or reprisal.
- Evaluation, service, and/or referral as indicated by the urgency of the case.
- To be transferred to another facility when medically necessary with explanation concerning this need, its risks and alternatives, as well as acceptance by the institution of transfer in advance of such transfer.
- The right to consent or decline to participate in proposed research studies or human experimentation affecting care or treatment.
- Be free of all forms of abuse or harassment.
- Review and obtain copies of your medical records.
- Receive treatment in an environment that is sensitive to your beliefs, values, and culture.
- Be informed about the care you will need after discharge.
- The right to know your physician may have ownership in the center.

- The right to file a verbal and/or written grievance as outlined in the Grievance Policy.

At Southington Surgery Center, these are your responsibilities as a patient:

- Give us complete information about your medical history, including any medications you may be taking.
- Tell us what you need. If you do not understand your care plan, ask questions.
- Be part of your care.
- To follow up on your doctor's instructions, take medication when prescribed, make follow-up appointments as directed, and ask questions concerning your own health care as necessary.
- To fully participate in decisions involving your own health care and to accept the consequences of these decisions if complications occur.
- If you are not satisfied with your care, please tell us how we can improve.
- Be considerate of the rights of other patients, families, and facility personnel.
- Give us any insurance information we need to help get your bill paid and fulfill financial obligations to the Center.

GRIEVANCE PROCEDURE

The facility utilizes methods for patient/visitor grievances, input, and suggestions to the organization. Patients, patient's family, and visitors to Southington Surgery Center may file a verbal complaint with a supervisor on duty or they may file a formal written complaint with suggestions to Administration.

- Complaints are reviewed as they are received and again at the Quality Improvement Committee meetings.
- Complaints will be used to improve service and patient care and will be used in the Quality Improvement process.

- Follow-up with persons initiating concerns/complaints is carried out in a timely manner.
- The patient, patient's family, and visitors to Southington Surgery Center may contact the following agency if not satisfied with the outcome of their complaint:

CT Dept of Public Health
410 Capitol Avenue
Hartford, CT 06134-0308
1.800.509.7400
TTY: 860.509.7191

Medicare Ombudsman
1.800.633.42273

<http://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html>

ADVANCED MEDICAL DIRECTIVES POLICY

Southington Surgery Center does not recognize Advance Directives for use in this setting and will use all measures possible to sustain life.

- The Pre-operative Nurse will ask the patient if they have a Living Will and/or Durable Power of Attorney for Health Care and document response accordingly. The patient will be instructed to bring a copy of these documents, if they exist.
- The Pre-operative Nurse will explain to the patient that the Center will not recognize "Do Not Resuscitate" directives for use in this setting and answer questions pertaining to this subject.
- Each patient should read the paragraph regarding Advance Directives included in the context of the operative consent.
- If an emergency transfer did occur, all chart information would be copied and sent with the patient to the hospital, including the patient's information regarding Advance Directives