



Chapter 1-1: Rights of Patients - Rights of Patients	Page: 1 of 2
Approved By: Elie Levy, MD	Effective: 1/31/2010
Standard: The Rights of Patients	Revised: 3/19/2010

Policy:

It is the policy of the AGDS-ASC that all patients are provided, in writing, a copy of the “Patient’s Bill of Rights” prior to the scheduled procedure.

Procedure:

1. All patients are provided appropriate privacy in the ASC.
2. All patients are treated with respect, consideration and dignity.
3. All patients are free from mistreatment, abuse, and harassment.
4. The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.
5. All patient records and information are kept confidential and patients are given the opportunity to approve or refuse their release.
6. All patients are provided with complete information regarding their diagnosis, treatment and prognosis. When it is deemed medically inadvisable to do so, the information is provided to a person designated by the patient, or a person legally authorized for the patient.
7. All patients are given the opportunity to participate in the decisions involving their health care, with the exception of the patients that are medically contraindicated to do so.
8. All patients have access to information regarding: their rights and responsibilities and conduct in the ASC, all services available, after hours contact information and emergency care, fees for services and payment policies, rights to refuse experimental trials, rights to advance directives’, and the credentials of all the health care professionals in the AGDS-ASC.
9. All patients are informed of their responsibly prior to receiving care. A copy of the “Rights of Patients” is posted in the patients waiting areas and in the PACU. A written copy is available on our website and is provided prior to registration.
10. The responsibilities of the patients include: Providing complete and accurate information to the best of their knowledge and or medical ability, information regarding medications or dietary supplements, including over the counter medications and any allergies or sensitivities.
11. All patients have the responsibility to follow the treatment plan prescribed by their provider.
12. All patients have the responsibility to provide transportation by a responsible adult, to and from the facility, and remain with them for 24 hours when required by their provider.



13. All patients have the responsibility to inform their provider regarding any living wills, medical power of attorney, or other directive that could affect their care.

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14. A brochure and Advanced directive form is placed in the ASC waiting area and in the PACU area.
15. It is the responsibility of all the patients to accept personal financial responsibility for any charges NOT covered by their insurance.
16. It is the responsibility of all the patients to be respectful to all the health care providers, the staff and other patients in the ASC.
17. All patients are informed of: their right to change their provider if other qualified providers are available, information regarding the absence of any malpractice insurance coverage.
18. All patients have the right to express suggestions, report complaints or grievances they may, to any staff member, manager , PA, or physician at any time during the course of their care.
19. A separate policy exists for a patient to make a formal grievance.
20. Patients have the right to contact the Department of Health with any questions or concerns.

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21. Patients have the right to contact the Medicare Ombudsman with any questions or concerns.

<http://www.medicare.gov/Ombudsman/resources.asp>