

A PATIENT'S BILL OF RIGHTS

The South Central Surgical Center is physician owned. This Center expects that observance of the Patient Bill of Rights will contribute to more effective patient care and greater satisfaction for the patient and physician. The observance of the Patient Bill of Rights is essential for the provision of proper medical care. The traditional physician-patient relationship takes on a new dimension when care is rendered within an organizational structure. Legal precedent has established that the institution itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed.

- 1) The patient has the right to considerate and respectful care.**
- 2) The patient has the right to obtain from his physician complete current information concerning his 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 behalf. He 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 any procedure and/or treatment. Except in emergencies, such information for informed consent should but not necessarily be limited to the specific procedure and or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient request information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedures and/or treatment.**
- 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 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 all communications and records pertaining to his care should be treated as confidential.**
- 7) The patient has the right to expect that within its capacity the Surgical Center must make a reasonable response to the request of a patient for services. The Surgical Center must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically necessary, a patient may be transferred to another facility. The patient should receive a complete explanation of the need for transfer. The patient should be involved in the selection of the transfer facility.**
- 8) The patient has the right to obtain information as to any relationship of the Surgical Center to other health care and educational institutions insofar as his 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.**
- 9) The patient has the right to expect reasonable continuity of care. He has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that the Surgical Center will provide a mechanism whereby he is informed by his physician or a delegate of the physician of the patient's continuing health care requirement following discharge.**
- 10) The patient has the right to examine and receive an explanation of his bill regardless of source of payment.**
- 11) The patient has the right to know what Surgical Center rules and regulations apply to his conduct as a patient.**