

PALOS HILLS SURGERY CENTER PATIENT BILL OF RIGHTS

- To be treated with respect, consideration and dignity.
- To obtain information regarding the services offered by the Center.
- To obtain, to the degree known, information concerning diagnosis, treatment, and prognosis. When concern for the patient's health makes it inadvisable to give such information to the patient, it is made available to an individual designated by the patient or to a legally authorized individual.
- To know the names of the surgeon, anesthesiologist, nurses and any others providing the patient's care.
- To receive effective communication that considers hearing, speech and visual impairments.
- To have effective physical access to the Center if physically or visually impaired.
- To receive the information necessary to give informed consent prior to the start of any procedure, including the specific procedure, the medically significant risks involved, and the probable duration of incapacitation.
- To refuse treatment to the extent permitted by law and be informed of the medical consequences of this action.
- To refuse the photographing or videotaping of surgery for medical or educational purposes, or the admittance of qualified observers to the operating room.
- To be assured of confidential treatment of disclosures and records, and be afforded the opportunity to approve or refuse the release of such information, except when release is provided by law.
- To participate in decisions involving health care, including the consideration of ethical issues that impact the patient's care and the resolution of conflicts about care decisions, unless this is contraindicated by concerns for the patient's health.
- To invite family members or significant others to be involved in care decisions.
- To receive appropriate, timely and effective assessment and management of pain.
- To have cultural, psychosocial, spiritual and personal values respected so long as they do not harm others or interfere with medical therapy.
- To receive treatment in a private and secure environment to the extent consistent with providing adequate medical care. This shall not preclude discreet discussion of the patient's case or examination by appropriate health care personnel.
- To expect reasonable continuity of care, including complete, written peri-operative care instructions, and provisions for communicating with the Center and the surgeon after business hours should an emergency arise.
- To be advised of fees for services, policies concerning payment of fees prior to the performance of surgery, and examine and receive an explanation of the bill regardless of the source of payment.

- To express complaints about the care and services provided, recommend changes in policies and services to the staff, the governing authority and the Illinois Department of Public Health, and have the Center investigate and, if possible, resolve such complaints, without fear of reprisal.
- To obtain information as to any relationship of the Center to other health care institutions insofar as the patient's care is concerned, and obtain information as to the existence of any professional relationships among individuals, by name, who are treating the patient.

PATIENT RESPONSIBILITIES

- To provide complete medical information, including but not limited to, current medical conditions, past medical history, past surgeries, current medications and supplements, allergies, pertinent family history, disabilities or impairments requiring assistance;
- To provide complete medical information and follow care related instructions;
- To comply with pre-operative, intra-operative and post-operative care related instructions;
- To comply with any required pre-op testing and evaluation requirements;
- To participate in their care plan as needed;
- To make arrangements for a companion and transportation as required by center policy;
- To question staff regarding anything they do not understand or need clarification on;
- To follow the rules and regulations of the surgery center;
- To show respect and consideration for staff and fellow patients;
- To provide complete insurance information;
- To comply with insurance requirements such as obtaining referrals and precertifying necessary services prior to day of surgery;
- To meet their financial commitments in paying any required co-payment, deductible and balance remaining;
- To facilitate reimbursement of their claim from the insurance company if needed;
- To refrain from smoking in the surgery center;
- To complete the patient satisfaction survey.