

## **Patient Bill of Rights**

Patient Rights and Responsibilities are established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, family, physician and facility caring for the patient. Patients shall have the following rights without regard to age, race, sex, national origin, religion, culture, disability, personal values, belief systems or source of payment.

### **The Patient has the Right to:**

Receive the care necessary to help regain or maintain his/her maximum state of health.

Expect personnel and providers to be friendly, considerate, respectful and qualified through education and experience and to perform the services for which they are responsible with the highest degree of quality. In addition, expect personnel and providers to hold high professional standards and credentials that are continually maintained and reviewed. Health services provided are consistent with current professional knowledge.

Expect full recognition of individuality, including privacy in the treatment of care. All patient communications and medical records will be kept strictly confidential. Patients are given the opportunity to approve or refuse their medical records release to any individual outside the facility, except in the case of transfer to another healthcare facility, third party payment contract, or as required by law. Patients are provided, upon request, access to all information in his/her medical record.

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. Treatment will be consistent with the clinical impression or working diagnosis and in the absence of unnecessary diagnostic or therapeutic procedures.

Have access to an interpreter whenever possible.

Be fully informed of the scope of services available at the facility, names and functions, credentials and competencies of all other providers and healthcare workers directly assisting in his/her care. Provisions for after-hours and emergency care and related fees for services rendered. Emergency procedures when necessary will be implemented without delay.

Give informed consent to the physician prior to the procedure, be a participant in decisions regarding the intensity and scope of treatment, including the receipt of a second opinion if requested. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.

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/her actions should he/she refuse treatment or not follow the instructions of the physician or facility.

Be informed of any medical care research program or donor program affecting his/her care or treatment and may refuse participation in such experimentation or research without compromise to the patient's usual care.

Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.

Have advanced directives, living will or healthcare proxy. A patient who has an advanced directive must provide a copy to the facility and his/her physician so that his/her wishes may be known and honored. Surgery Centers and diagnostic imaging centers may be exceptions to this statement and will have a facility specific policy.

Receive appropriate and timely follow up information of abnormal findings and tests and receive appropriate and timely referrals and consultation.

Be fully informed before and during expedient and professional transfer to another facility or organization when medically necessary. The patient's responsible person and the facility will be notified prior to transfer.

Receive an itemized bill upon request.

### **The Patient is Responsible for:**

Being considerate of other patients, personnel, property of others and the facility and for assisting in the control of noise, non-smoking and other distractions.

Reporting whether he/she clearly understands the planned course of treatment and what is expected of him/her.

Notifying the facility and physician if unable to keep the appointment time.

Providing caregivers with the most accurate and complete information regarding present complaints, past illness, hospitalizations, medications and unexpected changes in condition or other health matters.

Observing the rules of the facility during his/her stay and treatment.

Provide Surgery Center with all information regarding third party insurance coverage and promptly fulfill financial responsibilities for all services received, as determined by the patient's insurance carrier.

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### **Patient Grievances:**

Surgery Center provides for and welcomes the expression of grievances, complaints and suggestions by the patient and patient's family at all times without reprisal.

Every patient has the right to file a grievance with any staff member, the Office Manager, the Director of Nurses, or the Administrator. If the patient is not satisfied, the complaint is taken to the Medical Director. In the event the problem is not resolved, the patient has the right to file a written complaint to the Louisiana Department of Health.