



THE SURGERY CENTRE AT CRAIG RANCH PATIENT BILL OF RIGHTS and RESPONSIBILITIES

The surgery center respects the rights of **each patient and recognizes that every patient is an individual with unique health care needs**. Because of the importance of respecting each patient's personal dignity, the surgery center provides considerate, respectful care focused upon the patient's needs. The surgery center affirms the patient's right to be involved in all aspects of care.

The surgery center assists the patient in the exercise of their rights and informs the patient of any responsibilities incumbent upon them in the exercise of those rights.

PATIENT / FAMILY / SURROGATE BILL OF RIGHTS

1. The patient has the right to the surgery center's reasonable response to their request and needs for treatment or service, within the surgery center's capacity, its stated mission, and applicable law and regulation. The patient has the right to participate actively in decisions regarding their care and to the extent permitted by law; this includes the right to refuse treatment. This right to treatment or service will be respected and supported.
2. The patient has the right to considerate and respectful care including the consideration of psychosocial, spiritual, other spiritual beliefs/services, cultural variables, personal values, beliefs and preferences. The surgery center also respects the patient's right to and need for effective communication.
3. The patient has the right, in collaboration with their physician, to make decisions involving his health care. The right for informed decision making will be respected. The organization honors the patient's right to give or withhold informed consent. The organization also honors the patient's right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care. The patient has the right to leave the hospital even against the advice of physicians.
4. The patient has the right to accept medical care or to refuse treatment to the extent permitted by law, to be informed of the medical consequences and/or alternative care of such refusal. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternative courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
5. The surgery center provides information tailored to the patient's age, language and ability to understand. The surgery center provides interpretive and translation services. The surgery center communicates with the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
6. The patient has the right to know the name of the physician who has the primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
7. The patient has the right to be informed of any human experimentation or other research/educational projects affecting his/her care or treatment. We will protect patients and respect their rights during research, investigations, and any clinical trials. All patients asked to participate in research projects will be given a description of the expected benefits and expected duration. They are also given a description of potential discomforts, side effects and risks as well as alternative services that might prove advantageous to them. In addition, a full explanation of the procedures to be followed will be given, especially those that are experimental in nature. All patients asked to participate in a research project are allowed to refuse to participate, that that refusal will not compromise their access to services at this facility.
8. Patients and, when appropriate, their families are informed about the illness, the course of treatment, the outcomes of care, including unanticipated outcomes, in terms that the patient can understand. The surgery center and the licensed independent practitioner or their designee, responsible for managing the patient's care, informs the patient or surrogate decision maker about unanticipated outcomes, treatment or services that relate to sentinel events as defined by the Joint Commission. This includes when they are not aware of the occurrence or when further discussion is needed.
9. The patient's family may participate in care decisions but the patient has the right to exclude any or all family members from participating in his/her care decisions.
10. The patient has the right to participate in the development and implementation of their plan of care and to make decisions involving their health care, including managing pain effectively. Reasonable continuity of care and to know in advance the time and location of the appointment as well as the identity of persons providing the care. The patient has the right to be informed of continuing healthcare requirements following discharge from the surgery center.
11. The patient's guardian, next of kin, or legally authorized responsible person - has the right to exercise, to the extent permitted by law - the rights delineated on behalf of the patient, if the patient has been adjudicated incompetent in accordance with law, is found by their physician to be medically incapable of understanding the proposed treatment or procedure, is unable to communicate his/her wishes regarding treatment, or is a minor. This includes the right to refuse care, treatment and services on the patient's behalf in accordance with law and regulation.
12. As a surgical facility, we may at times have patients that qualify as minors. A minor is entitled: 1) to treatment in the least restrictive setting available, 2) not to receive unnecessary or excessive medication, 3) to have an individualized treatment plan and to participate in the development of the plan, 4) to have a humane treatment environment that provides reasonable protection from harm and appropriate privacy for personal needs, 5) to be separate from adult patients, and 6) to have regular communication between themselves and their family.
13. If, at any time, the patient/family requests a transfer to another setting or if the needs exceed the hospital's capacity, the hospital will assist in the transfer to another facility upon approval of that facility.
14. The patient has the right to have a family member or representative of their choice and their physician notified promptly of their admission.

15. Patients will be involved in resolving dilemmas about care decisions.
16. Optimal comfort and dignity of the dying patient will be respected. This will be through: treating primary and secondary symptoms according to the wishes of the patient or surrogate; managing pain aggressively and effectively; sensitively addressing issues such as organ donation and autopsy; respecting the patient's values, religion and philosophy; involving the patient and where appropriate, the family in every aspect of care; and responding to the psychological, social, emotional spiritual and cultural concerns of the patient and the family.
17. The patient has the right to: the appropriate assessment and management of pain; education of themselves and their families when appropriate - regarding their roles in managing pain - as well as the potential limitations and side effects of pain treatments; and after taking into account personal, cultural and spiritual and/or ethnic beliefs – communication that pain management is an important part of care.
18. The patient has the right to the confidentiality of his/her clinical information and records and to access information contained in his/her clinical records - within a reasonable time frame - but also within the limits of the law and regulations. The patient has a right to request amendment to their health information. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care.
19. The patient has the right to personal privacy. Full consideration of privacy concerning the medical care program includes case discussion, consultation, examination, and treatment which are confidential and should be conducted discretely. The patient has the right to be advised as to the reason of the presence of any individual. The patient has the right to an environment that preserves dignity and contributes to a positive self image. The surgery center allows a patient to keep and use personal clothing and possessions, unless this infringes on other's rights or is medically or therapeutically contraindicated, based on the setting or service.
20. The patient has the right to care in a safe setting. The patient will be given on registration the information regarding the complaint resolution process. They will also be provided with a phone number and address to file a complaint with a relevant state authority. Patient's are allowed to voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care. The patient has the right to access protective and advocacy services. The hospital gives a list of patient advocacy groups to the patient when requested.
21. The patient has the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion or discipline.
22. The patient has the right to present any conflicts or complaints he/she has in regard to the quality of care. Any complaint or concern may be presented by contacting the nursing supervisor at the nurses' desk. All issues will be reviewed, investigated and responded to, in a timely manner. Patient complaints are also forwarded to hospital administration for appropriate response.
23. Patients have a right to express their spiritual beliefs and cultural practices, as long as they do not harm others or interfere with treatment.
24. The patient has the right to designate visitors of his or her choosing, if the patient has decision making capacity, whether or not the visitor is related is related by blood or marriage, unless; a) no visitors are allowed, b) the facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility, c) the patient has indicated to the health facility staff that the patient no longer wants the person to visit. (Note: the patient's wishes will be considered for purposes of determining who may visit, if the patient lacks decision making capacity and to have the method of that consideration disclosed in the surgery center policy on visitation. At a minimum, the surgery center shall include any person living in the household). This may not be construed to prohibit a health facility from establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The surgery center offers patient's telephone and mail service, based on the setting and population. If a patient's visitors, mail, telephone calls or other forms of communication are restricted, the restrictions will be evaluated for their therapeutic effectiveness. Any restrictions on communication are fully explained to the patient and patient family; and are determined with their participation.
25. The patient has the right to receive care in a non-discriminatory manner and not based on sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, disability, age, or the source of payment for care.
26. The patient has the right to receive a copy of this document (Patient Bill of Rights and Responsibilities).
27. The patient has the right to be free from all forms of harassment abuse, neglect, exploitation; and verbal, mental, physical, and sexual abuse.
28. The surgery center has policies and respects the patient's and families' rights for organ and tissue donation within the hospital's capability and in accordance with law and regulation.
29. The patient or the patient's designated representative has the right to participate in the consideration of ethical issues that arise in the care of the patient. Ethical concerns may be addressed directly to Administration or through the Nursing Supervisor. Administration may consult with an Ethics Committee for further discussion of the issue and then respond in a timely manner.

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30. The surgery center also operates under a code of ethical behavior for marketing, admissions, transfer and discharge, and billing practices. In addition, the code addresses the relationship of the hospital and its staff to other health care providers, educational institutions, and payers. This code of ethics protects the integrity of clinical decision making, regardless of how the hospital compensates or shares financial risk with its leaders, managers, clinical staff, and licensed independent practitioners.
31. Regardless of the source of payment for his/her care, the patient has the right to request and receive an itemized and detailed explanation of their total bill for services rendered in the surgery center.



32. The patient has the right for reasonable responses for any reasonable requests made for service.
33. All surgery center personnel shall observe these patient rights.
34. The patient has the right to know that their treating physician may have ownership interest in The Surgery Centre at Craig Ranch and has the freedom to choose to obtain medical services elsewhere and that they may contact their treating physicians if there are any questions regarding such ownership and/or to discuss alternative treatment facilities.

PATIENT RESPONSIBILITIES

1. The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.
2. The patient and family are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition. The patient and family help the surgery center improve its understanding of the patient's environment by providing feedback about service needs and expectations.
3. The patient is responsible for reporting whether they clearly understand a contemplated course of action and what is expected of them.
4. The patient is responsible for assuring that financial obligations for their health care are fulfilled as promptly as possible.
5. The patient is responsible for following the facility rules and regulations concerning patient care, safety and conduct.
6. The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors.
7. The patient is responsible for being respectful of the property of other persons and of the facility.

References:

TJC and CMS CoP