

Columbus Surgery Center

Patient Rights

As a patient and/or chosen legal representative you have the right:

- To be involved in decisions about ongoing care, treatment, services, or discharge in compliance with laws and regulations that is required and provided within the Center's capability and mission.
- To be informed of your health status including your diagnosis and prognosis.
- To know the reasons for transfer to another healthcare facility if needed.
- To have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital if needed.
- To make decisions for care, treatment, and services if the patient is unable to make those decisions.
- To know the name and professional status of the doctor or other practitioner primarily responsible for your care, treatment, and services in a timely manner.
- To refuse care, treatment, and services as allowed by law.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

Advance Directives

The Columbus Surgery Center recognizes and honors the appointment of Health Care Representatives and/or Power of Attorneys. The Columbus Surgery Center **does not** recognize or honor any life-prolonging procedure declarations and/or living will declarations. Patients with any advance directives should however inform the staff and have copies of the advance directives placed in the patient chart in the rare instance the patient would require transfer to another facility that does recognize and honor Advance Directives. Information regarding Advance Directives is available upon request.

Spiritual Care

As a patient and/or chosen legal representative you have the right:

- To have your cultural, gender, psychosocial, personal dignity, values, beliefs, and spiritual preferences respected.
- To pastoral and other spiritual services.

Management of Pain

As a patient and/or chosen legal representative you have the right:

- To have your pain assessed and managed by educated healthcare givers.
- To receive education regarding your role in pain management including potential limitations and side effects.

Communication/Education

As a patient and/or chosen legal representative you have the right:

- To receive written information that is appropriate to your age, understanding, and chosen language.
- To effective communication including the provision of interpretation (including translation services) as needed.

Privacy

As a patient and/or chosen legal representative you have the right:

- To have your privacy respected.
- To an environment of care that preserves your dignity and supports a positive self image.
- To the safety and security of you personally and your property.

Informed Consent

As a patient and/or chosen legal representative you have the right:

- To receive information regarding proposed care, treatment, services, medication, interventions, or procedures including potential benefits, risks, side effects, problems related to recuperation, and the chances of achieving care, treatment, and service goals.
- To know any reasonable alternatives including risks, benefits, and side effects to the course of the proposed treatment.
- To be informed of possible outcomes of not receiving care, treatment, and services.
- To be involved in decisions and problem-solving concerns about your care both current and in the future.
- To access and request amendments to your own health information as allowed by law.
- To receive an accounting of disclosures about your own health information as allowed by law.

Confidentiality

As a patient and/or chosen legal representative you have the right:

- To have your information kept confidential
- To know of any limitations on the confidentiality of information learned from or about you.
- To consent to recording or filming for reasons other than identification, diagnosis, or treatment.
- To request recording or filming be stopped.
- To rescind consent for use of a film or recording up until a reasonable time

Complaint Resolution Process

As a patient and/or chosen legal representative you have the right:

- To be informed about the complaint resolution process.
- To voice complaints, have them reviewed, and when possible, resolved.
- To freely voice complaints and suggest changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, or services.
- To file a complaint with the state authority

Office of the Indiana Attorney General
Consumer Protection Division
Government Center, 5th floor
302 West Washington Street
Indianapolis, IN 46204
PH: 317-232-6330 Fax: 317-233-4393
www.IndianaConsumer.com

Office for Medicare & Medicaid Services/Ombudsman
7500 Security Boulevard
Baltimore, MD 21244 - 1850
PH: 1-800-MEDICARE
www.medicare.gov
www.MyMedicare.gov
www.cms.hhs.gov

Abuse/Exploitation

As a patient and/or chosen legal representative you have the right:

- To be free from real or perceived mental, physical, sexual and verbal abuse, neglect, or exploitation from anyone including staff, students, volunteers, other patients, visitors, or family members.
- To have all allegations, observations or suspected case of abuse, neglect or exploitation investigated.
- To access protective services/interventions.
- To be given information of state client advocacy groups when requested.

Research Protocols

As a patient and/or chosen legal representative you have the right:

- To know of any experimental, research, or educational activities involved in your care or treatment.
- To refuse participation in experimental, research, or educational activities without interference in your access to care, treatment, and services.
- To participate in experimental, research or educational activities with the knowledge that all information shared will be held in confidence.

Patient Responsibilities

Providing Information:

You and/or your chosen representative are responsible:

- For providing, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- For reporting perceived risks in your care and unexpected changes in your health.

Asking Questions:

You and/or your chosen representative are responsible:

- For asking questions when you do not understand your care, treatment, services, or what you are expected to do.

Following Directions:

You and/or your chosen representative are responsible:

- For following the care, treatment, and service plan.
- For expressing any concerns about your ability to follow the proposed care plan or course of treatment.

Accepting Consequences:

You and/or your chosen representative are responsible:

- For the potential consequences and outcomes of not following the proposed course of care, treatment, and service.

Following Rules and Regulations:

You and/or your family/chosen representative are responsible:

- For following the Center's rules and regulations
- For being considerate of the Center's staff and property as well as other patients and their property.
- For helping to control noise levels and disturbances

Meeting Financial Commitments:

You and/or your chosen representative are responsible:

- For providing insurance and/or personal information to assist in meeting all financial obligations agreed to with the Center.