

*** Patient's Rights and Responsibilities * Advance Directives * Complaint and Grievances * Notification of Physician Ownership**

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISION REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE PRIOR TO THE PROCEDURE/SURGERY.

Patient's Rights:

NEW JERSEY law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

A patient has the right to:

- be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- a prompt and reasonable response to questions and requests.
- know who is providing medical services and who is responsible for his or her care.
- know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- know what rules and regulations apply to his or her conduct.
- be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- be informed of their right to change providers if other qualified providers are available.
- refuse any treatment, except as otherwise provided by law.
- be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment; whether the health care provider or healthcare facility accepts the Medicare assignment rate.
- receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- express grievances regarding any violation of his or her rights, as stated in New Jersey law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

Patient's Responsibilities:

A patient, patient representative or surrogate is responsible for:

- providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health including over-the-counter products, dietary supplements, and any allergies or sensitivities.
- reporting unexpected changes in his or her condition to the health care provider.
- reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- following the treatment plan recommended by the health care provider and participate in their care.
- keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- his or her actions should he or she refuses treatment or does not follow the health care provider's instructions.
- assuring that the financial obligations of his or her health care are fulfilled as promptly as possible and for any charges not covered by insurance.
- following health care facility rules and regulations affecting patient care and conduct.
- being respectful of all the healthcare professionals and staff, as well as other patients and visitors
- having a responsible adult to provide transportation home and to remain with them as directed by the provider or as indicated on discharge instructions.

If you need an interpreter:

If you will need an interpreter, **please let us know** and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

Rights and Respect for Property and Person:

The patient has the right to:

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice a grievance regarding treatment or care that is, or fails to be furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

Privacy and Safety:

The patient has the right to:

- * Personal privacy.
- * Receive care in a safe setting.
- * Be free from all forms of abuse or harassment.

Advance Directives:

You have the right to information regarding advance directives, this facility's policy on advance directives, and information regarding state regulations concerning advance directives. Applicable state forms are available from the center and will be provided upon request.

When a person becomes unable to make decisions due to a physical or mental change or condition, they are considered incapacitated. To make sure that an incapacitated person's decisions about health care will still be respected, the New Jersey legislature enacted legislation pertaining to health care advance directives (Statute 26:2H-54 [1992]). The law recognizes the right of a competent adult to make an advance directive instructing his or her physician to provide, withhold, or withdraw life-prolonging procedures; to designate another individual to make treatment decisions if the person becomes unable to make his or her own decisions; and/or to indicate the desire to make an anatomical donation after death.

JERSEY SHORE AMBULATORY SURGERY CENTER respects the right of patients to make informed decisions regarding their care. The Center has adopted the position that an ambulatory surgery center setting is not the most appropriate setting for end-of-life decisions. Therefore, it is the policy of this JERSEY SHORE AMBULATORY SURGERY CENTER that in the absence of an applicable properly executed Advance Directive, if there is deterioration in the patient's condition during treatment at the surgery center, the personnel at the center will initiate resuscitative or other stabilizing measures. The patient will be transferred to an acute care hospital, where further treatment decisions will be made.

If the patient has Advance Directives which have been provided to JERSEY SHORE AMBULATORY SURGERY CENTER that impact resuscitative measures being taken, we will discuss the treatment plan with the patient and his/her physician to determine the appropriate course of action to be taken regarding the patient's care.

Complaints and Grievances:

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the Administrative Director at the surgery center.

The following are the names and/or agencies you may also contact:

- JERSEY SHORE AMBULATORY SURGERY CENTER Facility Administrator at **609-601-7601 Ext 134**
- To contact the STATE of NEW JERSEY to report a complaint;
 - **DIVISION OF HEALTH FACILITIES AND EVALUATION, PO BOX 367, TRENTON, NJ 08625 – 609-792-9770**
- Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman at the **Medicare Ombudsman Web site:**
 - <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- **MEDICARE**
 - www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)
- **OFFICE OF THE INSPECTOR GENERAL**
 - <http://oig.hhs.gov>

This facility is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). Complaints or grievances may also be filed at:

- The Accreditation Association for Ambulatory Health Care
3 Parkway North, Suite 201
Deerfield, IL 60015
(847) 853-6060
- Email: info@aaahc.org

Physician Financial Interest and Ownership:

Please carefully review the information contained in this notice.

1. JERSEY SHORE AMBULATORY SURGERY CENTER meets the definition of a "physician-owned ambulatory surgery center" under 42 Code of Federal Regulations §416. Your physician may have ownership in JERSEY SHORE AMBULATORY SURGERY CENTER, if you have any additional questions or concerns please contact our administrator at 609-601-7601 Ext 134.
2. You have the right to choose the provider of your health care services. Although we believe that JERSEY SHORE AMBULATORY SURGERY CENTER will be able to meet your needs, you have the option to use a facility other than JERSEY SHORE AMBULATORY SURGERY CENTER. You will not be treated differently by your physician if you choose to use a different facility; however, your physician may not be able to perform your procedures at an alternative facility if he does not maintain privileges at such facility. If desired, your physician or any staff member can provide information about alternative health care providers.

If you have any questions concerning this notice, please feel free to ask your physician or any representative of JERSEY SHORE AMBULATORY SURGERY CENTER. We welcome you as a patient and value our relationship with you.