

THE OUTPATIENT SURGERY CENTER

Patient Rights

The PATIENT has the RIGHT to be treated with consideration, respect, and dignity in an environment that is as private as possible so that you feel safe, comfortable and at ease. The center will provide adequate safeguards for protection and storage of patient's personal belongings.

The PATIENT has the RIGHT to receive their care in a safe setting that is free from any form of abuse and/or harassment.

The PATIENT has the RIGHT to all complete and current information concerning their diagnosis, evaluation, treatment, and prognosis including expected outcomes and possible complications or possible effects if the procedure is not performed, in terms/language that he/she can understand. If not medically advisable to give information to the patient, the information shall be made available to an appropriate person in the patient's behalf.

The PATIENT has a RIGHT to designate a patient representative, if they choose, to make informed decisions about their care whether or not the patient is incapacitated or been declared incompetent by the court.

The PATIENT has a RIGHT to information regarding the procedure to file a grievance or complaint. This information is posted in the lobby and provided to patient prior to day of surgery.

The PATIENT has a RIGHT to know that the TOSC's policy on Advance Directives is to stabilize and transfer patients experiencing a life threatening emergency to a nearby hospital where, their Advance Directive will be honored. TOSC will provide the patient with information about Advance Directives upon request.

The PATIENT has the RIGHT to change providers if another qualified provider is available and to know the credentials of their healthcare provider if requested.

The PATIENT has the RIGHT to receive from the physician enough information so that he/she may understand the services being rendered in order to sign the informed consent.

The PATIENT has the RIGHT to refuse treatment and to be informed of the consequences of his/her actions.

The PATIENT has the RIGHT to privacy of any information or treatment concerning his/her own medical care.

The PATIENT has the RIGHT to be informed of any persons other than routine personnel that would be observing or participating in his/her treatment and to refuse that observation and/or participation.

The PATIENT has the RIGHT for all medical records to be treated as confidential and given the opportunity to approve or refuse their release unless it would be cause a negative outcome in the continuation of medical care.

The PATIENT has the RIGHT to information concerning the facility to which he/she may have to be transferred. The facility, that the patient is to be transferred to, must give approval prior to the patient transfer.

The PATIENT has the RIGHT to know if any research will be done during his/her treatment and has the right to refuse it.

The PATIENT has the RIGHT to expect quality care and service from The Outpatient Surgery Center.

The PATIENT has the RIGHT to be informed of the mechanism by which he/she will have continuing health care following discharge from The Outpatient Surgery Center.

The PATIENT has the RIGHT to examine and receive an explanation of their bill, regardless of the source of payment and to know in advance, the expected amount of his/her bill.

The PATIENT has the RIGHT to know that TOSC's Rules and Regulations apply to his/her conduct as a patient.

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Patient Responsibilities

It is the PATIENT'S RESPONSIBILITY to read and understand all permits and/or consents to be signed: Either ask the nurse or physician to clarify any information not understood about your care or services.

It is the PATIENT'S RESPONSIBILITY to ask questions about anything they do not understand.

It is the PATIENT'S RESPONSIBILITY to answer all medical questions truthfully, to the best of knowledge including complete information about your symptoms, past illnesses, medications, and other matters relating to your plan of care.

It is the PATIENT'S RESPONSIBILITY to inform TOSC if they have an Advance Directive and to understand TOSC's policy regarding Advance Directives. TOSC can provide information regarding Advance Directives upon request.

It is the PATIENT'S RESPONSIBILITY to notify TOSC if they have designated a representative to make informed decisions about their care while at TOSC and provide TOSC with the name and contact information of that person.

It is the PATIENT'S RESPONSIBILITY to follow the pre-operative instructions given by the physician and/or The Outpatient Surgery Center.

It is the PATIENT'S RESPONSIBILITY to notify The Outpatient Surgery Center upon admission if pre-operative instructions have not been followed. The PATIENT will be responsible for your actions if you refuse treatment or do not follow preoperative instructions.

It is the PATIENT'S RESPONSIBILITY to have transportation to and from The Outpatient Surgery Center and to have a responsible adult to care for them for the first 24 hours after discharge appropriate to the medications and/or anesthesia to be given and according to preoperative instructions.

It is the PATIENT'S RESPONSIBILITY to follow the post-operative instructions given by the physician(s) and/or nurses. This includes instructions regarding post-operative appointments.

It is the PATIENT'S RESPONSIBILITY to contact the physician if any complications occur.

It is the PATIENT'S RESPONSIBILITY to assure all payments for service rendered are on a timely basis and ultimate responsibility is the patients, regardless of the insurance coverage.

It is the PATIENT'S RESPONSIBILITY to provide financial and/or insurance information regarding who will be responsible for the bill including current address and authorized contact information.

It is the PATIENT'S RESPONSIBILITY to indicate if they feel their privacy was violated or they feel unsafe while at TOSC.

It is the PATIENT'S RESPONSIBILITY to indicate if they feel their safety is threatened while in the TOSC.

It is the PATIENT'S RESPONSIBILITY to file a grievance by the policy and procedure posted in the lobby of notifying the person in charge in writing if they feel that their rights are being or have been violated or they have a significant complaint. Patients will be informed of the investigation, time-frame for a response and the outcome, in a timely manner.

It is the PATIENT'S RESPONSIBILITY and those accompanying the PATIENT to respect the rights of other patients and The Outpatient Surgery Center personnel and follow the Center's policies.