

PATIENT BILL OF RIGHTS

The Patient has the right to:

1. Expect to be treated with respect, consideration and dignity by competent personnel.
2. Be assured confidential treatment of disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted by law or third party payment contract and when law requires release.
3. Have access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
4. Consideration of privacy concerning his own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
5. Know the names and function of any person providing healthcare services to the patient.
6. Know what Center rules and regulations apply to his conduct as a patient.
7. Expect emergency procedures to be implemented without unnecessary delay.
8. Good quality care and high professional standards that are continually maintained and reviewed.
9. Be provided, to the degree known in layman's terms, information concerning diagnosis, treatment and prognosis. When it is not medically advisable to give such information to the patient, (the patient has been adjudged incompetent under applicable state laws by a court of proper jurisdiction) the information will be made available to an appropriate person on his behalf. This information may also be made available to any legal representative designated by the patient who has not been adjudged incompetent.
10. To have been given the necessary informed consent prior to the start of a procedure.
11. Have the opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated for medical reasons.
12. To request a second opinion.
13. Expect reasonable response to any reasonable requests he may make for service.
14. Refuse treatment (drugs, procedures, etc.) to the extent permitted by law and to be informed of the medical consequences of his actions.
15. Expect communication in the language which he understands.
16. Expect treatment without regard to race, color, creed, religion, sex, national origin or source of payment, except for fiscal capability thereof.
17. In the event of a transfer to a hospital, the responsible person will be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
18. Expect that the Center will provide information for continuing health care requirements following discharge and the means for meeting them.
19. Examine and receive an explanation of his bill, regardless of the source of payment.

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20. Leave the Center even against the advice of his physician
21. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient who has been adjudged incompetent.
22. Be informed of his rights at the time of admission.
23. O voice grievances regarding treatment of care that is (or fails to be) furnished.
24. Have your pain assessed and appropriately managed.

The Patient Has the Following Responsibilities:

1. To provide to the best of his knowledge accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his health.
2. To participate in health care decisions and for following the treatment plan outlined by the practitioner responsible for his care. This includes following instructions of the physicians, nurses and other healthcare personnel carrying out the plan of care and enforcing the Center's rules and regulations.
3. For ensuring that the financial obligations of his healthcare are fulfilled as promptly as possible, and in the case of financial difficulty, making all reasonable efforts to meet any agreed-upon financial payment plan.
4. For his actions if he refuses treatment or is non-compliant in following a plan of treatment recommended by his physician.
5. To know the rules and regulations of the Center affecting his care and conduct, and for following that Center's rules and regulations.
6. For being considerate of the rights of other patients and Center personnel, and for assisting in the control of noise and smoking.
7. For being respectful of the property of other persons and of the Center.
8. To make known to his physician, attending nurse or other healthcare personnel any concerns or complaints he may have.
9. To make sure he understands all information regarding the implications of his symptoms, his surgery or procedure (if applicable) and any risks related to having or declining such surgery or procedure, the expected outcomes of the plan of care outlined by this physician, and his responsibilities with regard to that plan of care.

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Should you have any grievances, questions or concerns, please feel free to contact the Facility Administrator:

**New England Surgery Center
900 Cummings Center Ste 122U
Beverly, MA 01915
Phone: 978-922-4670
Fax: 978-922-4695**

In addition, grievances and/or concerns may also be directed to:

MA Department of Health
Division of Health Care Quality
Complaint Unit
99 Chauncy Street
Boston, Massachusetts 02111

If you are a Medicare Beneficiary, you may contact Livanta BFCC-QIO by calling 1-866-815-5440 or visit www.BFCCQIOArea1.com.

**Office of the Medicare Beneficiary Ombudsman web site:
<http://medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>**

MASSACHUSETTS ADVANCE DIRECTIVES (HEALTH CARE PROXY)

Information can be found at: <http://www.hospicefed.org/hospicepages/proxy.htm>

The form can be downloaded at: <http://www.hospicefed.org/hospicepages/proxyform.htm>