

PATIENT RIGHTS AND RESPONSIBILITIES

This document is meant to inform our patients of their rights and responsibilities while undergoing medical care. To the extent permitted by law, patient rights may be delineated on behalf of the patient to his or her guardian, next of kin, or legally authorized responsible person if the patient: a) has been adjudicated incompetent in accordance with the law, b) is found to be medically incapable of understanding the proposed treatment or procedure, c) is unable to communicate his or her wishes regarding treatment, or d) is a minor. If there are any questions regarding the contents of this notice, please notify any staff member.

Cedar Park Surgery Center will observe and respect a patient's rights and responsibilities without regard to age, race, color, sex, gender identity, national origin, religion, culture, physical or mental disability, personal values or belief systems. The facility will, prior to the start of the surgical procedure, provide the patient, the patient's representative, or the patient's surrogate with verbal and written notice of the patient's rights.

PATIENT RIGHTS

The patient has the right to:

- Considerate, respectful and dignified care and respect for personal values, beliefs and preferences.
- Access to treatment without regard to race, ethnicity, national origin, color, creed/religion, sex, age, mental disability, or physical disability. Any treatment determinations based on a person's physical status or diagnosis will be made on the basis of medical evidence and treatment capability.
- Respect of personal privacy.
- Receive care in a safe and secure environment.
- Exercise your rights without being subjected to discrimination or reprisal.
- Know the identity of persons providing care, treatment or services and, upon request, be informed of the credentials of healthcare providers and, if applicable, the lack of malpractice coverage.
- Expect the center to disclose, when applicable, physician financial interests or ownership in the center.
- Change providers if other qualified providers are available.
- Receive information about health status, diagnosis, the expected prognosis and expected outcomes of care, in terms that can be understood, before a treatment or a procedure is performed.
- Receive information about unanticipated outcomes of care.
- Receive information from the physician about any proposed treatment or procedure as needed in order to give or withhold informed consent.
- Participate in decisions about the care, treatment or services planned and to refuse care, treatment or services, in accordance with law and regulation.
- Be informed, or when appropriate, your representative be informed (as allowed under state law) of your rights in advance of furnishing or discontinuing patient care whenever possible.
- Receive information in a manner tailored to your level of understanding, including provision of interpretative assistance or assistive devices.
- Have family be involved in care, treatment, or services decisions to the extent permitted by the patient or your surrogate decision maker, in accordance with laws and regulations.
- Appropriate assessment and management of pain, information about pain, pain relief measures and participation in pain management decisions.
- Give or withhold informed consent to produce or use recordings, film, or other images for purposes other than care, and to request cessation of production of the recordings, films or other images at any time.
- Be informed of and permit or refuse any human experimentation or other research/educational projects affecting care or treatment.
- Confidentiality of all information pertaining to care and stay in the center, including medical records and, except as required by law, the right to approve or refuse the release of your medical records.
- Access to and/or copies of your medical records within a reasonable time frame and the ability to request amendments to your medical records.
- Obtain information on disclosures of health information within a reasonable time frame.
- Have an advance directive, such as a living will or durable power of attorney for healthcare and be informed as to the center's policy regarding advance directives/living will. Expect the center to provide the state's official advance directive form if requested and where applicable.
- Obtain information concerning fees for services rendered and the center's payment policies.

- 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.
- Be free from all forms of abuse or harassment.
- Access to language assistance service, free of charge, by a qualified interpreter for individuals with limited English proficiency or individuals with a disability.
- Expect the center to establish a process for prompt resolution of patients' grievances and to inform each patient whom to contact to file a grievance. Grievances, complaints, suggestions, and feedback regarding treatment or care that is (or fails to be) furnished may be expressed at any time. Grievances may be lodged with the center's Civil Rights Coordinator/CEO and/or the state agencies directly using the contact information provided on the patient rights poster posted in the center lobby or this form.
- If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

Patient Responsibilities:

The Patient is responsible for:

- Being considerate of other patients and personnel and for assisting in the control of noise, smoking and other distractions.
- Respecting the property of others and the center, and behaving respectfully toward all healthcare professionals and staff, as well as other patients and visitors.
- Identifying any patient safety concerns.
- Observing prescribed rules of the center during your stay and treatment.
- Providing a responsible adult to transport you home from the center and remain with you for 24 hours if required by your provider or as indicated on discharge instructions.
- Reporting whether you clearly understand the planned course of treatment as well as following the agreed-upon treatment plan prescribed by your provider and participate in your care.
- Asking questions when you do not understand their care, treatment, or service or what you are expected to do.
- Keeping appointments and, when unable to do so for any reason, notifying the center and physician.
- Providing caregivers with the most accurate and complete information regarding health and any present complaints, past illnesses and hospitalizations, any medications—including over-the-counter products and dietary supplements, and any allergies or sensitivities, unexpected changes in your condition or any other patient health matters.
- Promptly fulfilling your financial obligations to the center, including charges not covered by insurance.
- Payment to center for copies of the medical records they may request.
- Informing your providers about any living will, medical power of attorney, or other advance directive that could affect your care.

You have the right to contact an agency listed below:

Accreditation Association for Ambulatory Health Care

5250 Old Orchard Road, Suite 200
 Skokie, IL 60077
 Tel: 847/853-6060
 Fax: 847/853-9028
 Email: info@aaahc.org
www.aaahc.org

Texas Department of State Health Services

P.O. Box 149347
 (Physical address: 1100 W. 49th Street)
 Austin, TX 78756
 Tel: 888.973.0022
 TDD Relay 1-800-735-2989
www.dshs.state.tx.us

Office of Civil Rights

US Department of Health and Human Services
 200 Independence Ave SW Rm 590G. HHH Bldg
 Washington D.C. 20201
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Texas Health & Human Services Commission

Office of the Ombudsman, MC H-700
 PO Box 13247
 Austin, TX 78711-3247
 Email: contact@hpsc.state.tx.us

Civil Rights Coordinator

Misty Shaw RN, BSN
 CEO/Administrator
 351 Cypress Creek Road, Suite 102
 Cedar Park, TX 78613
misty.shaw@scasurgery.com