

Dover Surgicenter

PATIENT RIGHTS and RESPONSIBILITIES

Dover Surgicenter is committed to ensuring the following Patient Rights:

- The right to safe, confidential and considerate care with respect, consideration and dignity.
- The right to privacy concerning your personal care.
- The right to expect all disclosures and records pertaining to your care will be treated as confidential unless reporting is permitted or required by law.
- The right to confidentiality regarding your medical care and treatment.
- The right to complete information concerning your diagnosis, evaluation, treatment and prognosis, as well as the risks and dangers of that treatment, expected outcome, and opportunity to participate in informed decisions related to your treatment. When medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person. The patient also has the right to know the name of the person(s) who will implement the procedures and/or treatment and are informed of their right to change their provider if other qualified providers are available.
- The right to refuse part or all of the treatment suggested to you at the Center, including participation in human experimental research affecting your care or treatment.
- The right to impartial treatment without regard to race, color, religion, gender, sexual preference, disability, national origin, age, veteran's status or source of payment, except for fiscal capability thereof in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.
- The right to expect reasonable continuity of care, to know what to expect concerning your procedure(s) expected appointment time. To be informed by your physician, or a delegate of the physician, of your continuing health care requirements following discharge.
- The right to know the facility charges which you incur for treatment and payment policies, immediate and long-term financial implications regardless of the source of payment.
- The right to expect that within its capacity, the ambulatory surgery center must provide evaluation, service and/or referral as indicated by the urgency of the case. When medically necessary, a patient may be transferred to another facility.
- The right to express any grievance, either verbally or in writing, regarding your care.
- The right to submit an Advance Directive.
- The Delaware Health and Safety Code (Title 16, Chapter 25) includes detailed information related to Advance Directives including revocation of such, sample forms, decisions by guardians, surrogates, obligations of health-care providers, immunities, safeguards, assumptions and presumptions, penalties, capacity, accommodation, effect of copy, recognition of Advance Directives executed in other states, and effect on prior declarations and directives.

As a patient, you are responsible for:

- Providing accurate and complete information concerning your present health, past medical history, medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, and other matters relating to your health.
- Asking questions when you do not understand information or instructions, or if you do not believe you can follow through with the treatment prescribed by your physician.
- Following the treatment plan prescribed by your physician.
- Your actions should you refuse treatment or not follow your physician's orders.
- Providing a responsible driver for transportation home and for them to remain with you for 24 hours if required by provider.
- Informing your provider about any living will, medical Power of Attorney, or other directive that could affect your care.
- Assuring your financial obligation is fulfilled as promptly as possible.
- Being considerate of the rights of other patients and the staff of the Center by assisting in the control of noise, not smoking, and limiting the number of visitors.
- The Center has the right to refuse care to or dismiss a patient from care in the event they are disruptive, uncooperative, and belligerent or physically threatening to the staff or other patients. Additionally, the ASC has the right to refuse care to or dismiss a patient from care in the event the designated responsible driver is incapacitated, disruptive, uncooperative, belligerent, or physically threatening to the staff or other patients.

If questions concerning this policy, or in the event of a desire to file a complaint, please contact:

- Amy Lupinetti RN, Clinical Director-Section 504 Coordinator, Dover Surgicenter, 100 Scull Terrace, Dover, DE 19901, Phone: 302-346-3171.
- The Delaware Department of Health. The Delaware Department of Health is the responsible agency for ambulatory surgical center's complaint investigation. Complaints may be registered with the department by phone, 301-255-9040 or in writing to the Delaware Department of Health, Delaware Secretary of the Department of Health and Social Services, Vincent Meconi, 1901 N. DuPont Highway-Main Building, New Castle, Delaware, 19720. You may provide your name, address, and phone number to the Department. Anonymous complaints may also be registered, and all complaints are confidential.
- Office of the Medicare Ombudsman, www.cms.hhs.gov/center/ombudsman.asp.
- Delaware Health and Safety Code, <http://law.justia.com/delaware/codes/title16/c025.html>.