



Patient Rights and Responsibilities

1. The patient has the right to considerate and respectful care given by competent personnel, free from all forms of abuse and/or harassment as well as any act of discrimination or reprisal.
2. The patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners participating in his care, and the names and functions of other health care persons having direct contact with the patient.
3. The patient has the right to consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discretely.
4. The patient has the right to have records pertaining to his/her medical care treated as confidential, except as otherwise provided by law or third party contractual arrangements.
5. Patients have the right to know what facility rules and regulations apply to their conduct as a patient, including information on Advance Directives, and facility policy on Advance Directives.
6. Patients have the right to expect emergency procedures to begin without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed, and to expect and receive appropriate assessment, management, and treatment of pain as an integral component of care in accordance with N.J.A.C. 8:43E-6.
8. The patient has the right to full information in layman's terms concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to a responsible person.
9. Except for emergencies, the practitioners shall obtain the necessary informed consent prior to the start of the procedure.
10. A patient, or if the patient is unable to give informed consent, a responsible person, has the right to be advised when practitioner is considering the patient as part of a medical care research program or donor program, and the patient or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.

11. The patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of a refusal of drugs or procedures.
12. A patient has the right to medical and nursing services, without discrimination or reprisal based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
13. A patient who does not speak English shall have access, where possible, to an interpreter.
14. The facility shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
15. The patient has the right to expect good management techniques to be implemented within this surgery center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
16. When an emergency occurs and the patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the transfer.
17. The patient has the right to examine and receive an explanation of his/her bill.
18. The patient has the right to expect that the surgery center will provide information for continuing health care requirements following discharge and the means for meeting them.
19. Patients have the right to be informed of these rights, ownership of the facility by their doctor, privacy policies, and policies on Advance Directives, prior to the procedure.
20. The patient has the right to obtain information as to any relationship of the facility to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him/her, and to receive information on physician ownership of the facility.
21. The patient has the right to make recommendations or lodge a complaint about any aspect of care. The patient may make a complaint to the Center's Administrator, Caroline Ivanovski-Hauser, at (201) 414-5649. The patient may also file a complaint with the NJ Department of Health and Senior Services at their Complaints Hotline, (800) 792-9770, and on line at www.doh.state.nj.us/fc; or with the Office of the Medicare Beneficiary Ombudsman, www.medicare.gov/ombudsman; or with the Accreditation Association for Ambulatory Health Care (AAAHC) at (847) 853-6060.

In addition, this facility's patients have an obligation to conduct themselves appropriately and provide sufficient information to the facility's staff to facilitate their own care. Accordingly, this facility also adopts a statement of Patient Responsibilities:

1. The patient is responsible for informing the surgery center staff of any changes in their health status that could affect their treatment.
2. The patient is responsible for adhering to the prescribed treatment plan and/or advising the surgery center staff of any intention/desire not to adhere to the prescribed treatment plan.
3. The patient is responsible for asking questions and seeking clarification regarding areas of concern.
4. The patient is responsible for completing any health status questionnaires requested by the Surgical Institute. The patient will supply current and accurate information about allergies, and a complete list of medications taken and dosages.
5. The patient is responsible for acting in a considerate and respectful manner with health center staff.
6. The patient is responsible for informing the facility of the existence of an advance directive, if the directive would influence care decisions.
7. The patient is responsible for keeping their scheduled appointments. Patients are responsible for ensuring that they are accompanied by a responsible adult at discharge, unless exempted by the surgeon, who will accompany the patient from this facility, and who will stay with the patient for 24 hours after surgery if required by the patient's physician.
8. The patient is responsible for notifying the surgery center in the event they are unable to keep an appointment, and to be accompanied by a responsible adult on the day of surgery, unless exempted by the attending physician.
9. The patient is responsible for reading information provided by health center staff, following the instructions contained in the written materials, and completing quality of care questionnaires.
10. The patient is responsible for providing complete and accurate insurance verification information on all possible insurance payers, and when deductibles and co-pay amounts are due, for paying those fees and charges associated with surgery center services. Self-pay patients are responsible for payments as agreed upon before surgery.