



## **PATIENT RIGHTS AND RESPONSIBILITIES**

In recognition of our responsibility in rendering patient care, these rights and responsibilities are affirmed in the policies and procedures of

### **Advanas/ Sturgis SurgiCare**

#### **The patient has the right to**

- **To** be treated with courtesy and respect, with appreciation of his or her individual dignity and with protection of his or her need of privacy
- **To** an environment that is safe and secure for self and property.
- **To** confidentiality of information gathered during treatment
- **To** prompt and reasonable response to questions and requests.
- **To** know who is providing and is responsible for his or her care.
- **To** know what patient support service are available, including whether an interpreter is available if he or she does not speak English
- **To** know what rules and regulations apply to his or her conduct.
- **To** be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- **To** be given, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Advance Directives.
- **To** receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- **To** receive a copy of reasonably clear and understandable, itemized bill and, upon request, to have charges explained.
- **To** receive impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
- **To** receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- **To** know if medical treatment is for purposes of experimental/research and to give his or her consent or refusal to participate in such experimental research.
- **To** express grievances regarding any violations of his or her rights, through the grievance procedure of health care provider which served him or her.
- **To** participate in all aspects of health care decisions, unless contraindicated by concerns for their health.
- **To** appropriate assessment and management of pain

## **The patient is responsible**

- **For** providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- **For** reporting unexpected changes in his or her condition to the health care provider.
- **For** reporting to the healthcare provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- **For** following the treatment plan recommended by the health care provider.
- **For** keeping appointments and when he or she is unable to do so for any reason, for notifying the Facility
- **For** his or her actions if he or she refuses treatment or does not follow the health care providers instructions.
- **For** assuring that the financial obligations of his or her health care fulfilled as promptly as possible.
- **For** following Facility rules and regulations affecting patient care and conduct.
- **For** consideration and respect of the Facility staff and property.
- **For** asking what to expect regarding pain and pain management.

***If you have any concerns or complaints regarding your care, treatment, or services, please contact Paula Hollister, Director of Operations at (269)651-2320.***