

**PATIENT RIGHTS AT
Resurgens East Surgery Center, LLC**

- The staff and personnel at Resurgens East Surgery Center, LLC recognize the basic human rights and responsibilities of our patients. Our efforts are directed toward providing care consistent with those basic human rights and responsibilities. Their rights as a patient are:
- To be treated with respect for their personal values and beliefs, with consideration and with dignity.
- To appropriate privacy and security.
- To have their disclosures and records treated confidentially, and, except when required by law, patients have the right to approve or refuse their release.
- To complete information concerning their diagnosis, evaluation, treatment and prognosis to the degree known. When it is 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.
- To participate in decisions involving their health care, and to include their family in these decisions, except when such participation is contraindicated for medical reasons.
- To information concerning the services and access to care available at the surgery center, fees for service and payment policies.
- To express grievances, concerns or complaints regarding the surgery center by speaking with their physicians, the Director, or any staff member and by responding on the patient satisfaction survey.
- To designate a surrogate decision-maker.
- To refuse treatment, change physicians, or to utilize another surgical facility.
- To refuse to participate in investigational studies and/or clinical trials.
- To know the ownership of the Center, relationships with other organizations, and when the surgeons utilizing the Center have investment interests in the facility.
- Conditions of Coverage Notification Form including Patient Rights, Advanced Directives and Physician Ownership will be given to the patients day of surgery (updated CMS Regulations)-effective 1/1/2012.

Positive patient outcomes rely on many factors, among them, reasonable and responsible behaviors on the part of the patient and family. The facility staff seeks to identify those behaviors necessary for positive outcomes, and educate accordingly. These responsibilities are outlined in the Patient's Statement of Rights posted in the facility Lobby and are also available as a patient handout. Patient and family responsibilities include:

1. The patient and family are responsible for providing the most accurate and complete information possible about the patient's present complaints, past illnesses, previous hospitalizations, past and current medications, unexpected changes in the patient's condition and other health matters.
2. The patient and family are responsible for making the healthcare providers aware if they do not understand the proposed treatment or any expectations of them.
3. The patient and family are responsible for following all instructions given them, for expressing any concerns regarding their ability to comply, and understanding the consequences of not complying. The facility staff seeks to adapt to the patient's plan of care to meet the patient's particular needs, limitations, and handicaps, when made aware

of them.

4. The patient and family are responsible for the outcome(s) if they do not follow the instructions or plan of care prescribed.
5. The patient and family are responsible for following the rules and regulations of the facility governing patient care and conduct.
6. The patient and family must show consideration for other patients, visitors and staff, and help control noise, avoid smoking and other distractions. In addition, the patient and family are responsible for respecting the property of others and of the facility.
7. The patient and family, through posted signs and handouts, are encouraged to help the facility improve its understanding of the patient's environment by providing feedback, suggestions, comments and/or complaints regarding the service needs and expectations.