

Stark Ambulatory Surgery Center, Canton Ohio
PATIENT RIGHTS & REPSONSIBILITIES

SASC and its medical staff have adopted the following statement of patient rights. This list shall include but not be limited to the patient's right to:

1. Considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment. The patient may exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care.
2. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
3. Confidential treatment of all communications and records pertaining to his/her care and his/her visit at the facility. Except when required by law, patients are given the opportunity to approve or refuse their release.
4. Access information contained in his or her medical record within a reasonable time frame (within 48 hours of request).
5. Become informed of his or her rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should he or she so desire.
6. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
7. Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her. The patient has the right to change the primary physician if another is available.
8. Knowledge of the credentialing process for medical staff is available upon request.
9. Receive information from his/her physician about his/her illness, his/her course of treatment (including unanticipated outcomes) and his/her prospects for recovery in terms that he/she can understand.
10. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
11. Participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
12. Be given a copy of the patient rights before they are admitted to the facility and confirmed when they arrive.
13. The facility will post the patient Rights and Responsibilities.
14. Services provided at the facility and reasonable responses to any reasonable request he/she may make for service.
15. Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the facility. The facility is not for emergency care, therefore Patients will be provided with written discharge instructions including all after hour's care contact information. These instructions will be discussed with the patient before the procedure and with both the patient and responsible party after the procedure.
16. Examine and receive the fees for service, the explanation of his/her bill, and the payment policy regardless of source of payment.
17. Be advised in advance of the policy on Advance directives concerning the endoscopy, and Living wills in the facility. This information will be given upon request
18. The facility will either maintain documentation of the appropriate liability insurance coverage of the physicians or inform the patient the physician does not carry malpractice insurance. It is the policy of SASC that all physicians will carry malpractice insurance.
19. Be advised of the facility's grievance process before and after procedure, should he or she wish to communicate a concern regarding the quality of the care he or she receives or if he or she feels determined discharge date is premature. Notification of the grievance process includes: who to contact to file a grievance, and that he or she will be provided with a

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written notice of the grievance determination that contains the name of the facility's contact person, the steps taken on his or her behalf to investigate the grievance, the results of the grievance and the grievance completion date.

20. To receive Appropriate assessment and management of pain.
21. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
22. Have a family member or representative of his or her choice notified promptly of his or her admission to the facility.
23. Leave the facility even against the advice of his/her physician.
24. Know which facility rules and policies apply to his/her conduct while a patient.

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:

1. The patient has the responsibility to provide accurate and complete information concerning their past illnesses, medications (including over the counter products, dietary supplements, and any allergies and/or sensitivities), and report unexpected changes in their health condition or perceived risks in their care.
2. Notification to the office promptly when unable to keep scheduled appointments and/or complying with treatment plans that will ensure appropriate and quality care.
3. The patient and responsible party are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do before and during procedure and any further information about anything they do not understand. The patient is responsible for voicing concerns and/or problems to the facility's staff.
4. The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders. The patient is also responsible for their actions if they refuse treatment or fail to follow physician's instructions and/or orders.
5. The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible. The patient is responsible for providing health care information and accepting personal responsibility for any charges not covered by their health care provider.
6. The patient is responsible for following facility policies and procedures. This includes arriving to the Endoscopy Center in a non-altered state. No patient will be seen under the influence of drugs, illegal substance, or alcohol.
7. The patient is responsible for being considerate of the rights of other patients and facility personnel. The patient is responsible for being respectful of his/her personal property and that of other persons in the facility. The Patient is to behave respectfully and considerately to other patients, organizational personnel, nurses, and physicians.
8. The Patient is responsible for complying with instructions received prior to the procedure and the instructions provided for on the day of the procedure. The patient must also comply with all instructions given for discharge procedures. The patient MUST have an adult present to drive them home from the facility and if needed remain in the facility during the procedure.
9. The patient must inform the facility staff about any advance directives, including a living will and/or medical power of attorney, that may affect their care.

ADDITIONAL INFORMATION

The physicians of Stark Ambulatory Surgery Center have a financial interest and ownership in the Endoscopy Center.