



#### PATIENT RIGHTS

1. Patients undergoing surgical procedures in the Key-Whitman Surgery Center have the right to be treated with all due respect, consideration, and dignity. Patients shall be provided appropriate privacy.
2. The patient has the right to be free from all forms of abuse or harassment.
3. Patients have the right to confidentiality. Confidentiality of records of all treatment/procedures performed in the Key-Whitman Surgery Center is the right of each patient. Except as required by law, no patient's medical information will be disclosed to any source without prior legal authorization for approval or refusal from the patient or the patient's legal guardian.
4. Patients have the right to expect proper information. To the best of the knowledge of the Key-Whitman Surgery Center medical staff, all information concerning the patient's diagnosis, treatment, and prognosis will be provided to the patient. When concern for a patient's health makes it inadvisable to give such information to the patient, such information is made available to an individual designated by the patient or to a legally authorized individual.
5. Key-Whitman Surgery Center patients are given the opportunity and are encouraged to participate actively in the decision-making process concerning their need for medical and surgical care. Language barriers are dealt with on case by case basis through interpreters provided for the patient, language line, and resources available.
6. Patients have the right to expect all procedures and treatments be explained, and the informed consent provided for each surgical procedure be explained prior to being signed by the patient, or patient's legal guardian, and witnessed. Patients are given ample time for discussion and/or questions of the medical staff regarding their treatment. Postoperative instructions are provided, and complication and/or consequences if pre-op and post-op instructions are not followed completely, are discussed with each patient and/or his legal guardian.
7. Patients have a right to request information regarding advanced directives or present their own advanced directive. The patient has a right to the Key-Whitman Surgery Center policy regarding advanced directives. It is our policy that the advanced directive will be taken to the Medical Director and after discussion; the Medical Director will explain that we do not follow advanced directives in our surgery center. A copy of the directive will be placed in the patient's chart, but it will be ignored. A patient receiving treatment here will always be given emergency, life saving measures if necessary and/or transferred to a hospital with the advanced directive.
8. All patients of the Key-Whitman Surgery Center have the right to address their physician and/or Key-Whitman Surgery Center administrator should any problems or questions arise relating to the medical-nursing care provided and/or subsequent billing for services rendered, without compromise to the patient's future access to care. Each concern so expressed will receive a response and consideration will be given to appropriate corrective action channeled through the Quality Management Committee, Patient Safety Committee, and/or the Board of Directors as needed. Grievances will be addressed within 30 days.
9. Patients have a right to be treated regardless of race, color, creed, gender or national origin. Requirements for patients' use of the Key-Whitman Surgery Center are based solely on the medical needs of the patient without regard to race, color, creed, or national origin. All persons having occasion either to refer patients for admission or recommend the Key-Whitman Surgery Center must do so without regard to the patient's race, color, creed, gender or national origin.
10. Patients have a right to file any complaints with the Department of State Health Services Facility Licensing Group, 1100 West 49<sup>th</sup> Street, Austin, Texas 78756 1-800-973-0022. They also file complaints with Medicare by using the website for the Ombudsman: <http://www.medicare.gov/Ombudsman/resources.asp> or they may simply call 1-800-Medicare for help. In addition, our patients may also contact AAAHC to report any grievances, as we are accredited through this agency: AAAHC, 5250 Old Orchard Road, Suite 200, Skokie, IL 60077, 1-847-853-6060

#### ADVANCED DIRECTIVES

When a patient of the facility provides a staff member an advanced directive, the document will be shown to the Medical Director so that an appropriate discussion may take place. (If the Medical Director is unavailable, then the Director of Nurses or the physician caring for the patient may hold the discussion). When the discussion has concluded to the satisfaction of both the Medical Director and the patient, the document will be copied and become part of the patient's medical record. The patient will be informed by the Medical Director that it is the policy of our facility to provide immediate emergent care to all patients and that while a copy of the advanced directive will remain in the patient's chart, it will be ignored. The patient will be provided emergency, life saving measures if necessary while under the care of any practitioner of the facility. Key-Whitman Surgery Center will transfer care of any patient in acute distress via 911 emergency medical assistance to a nearby hospital. The patient record, including the advanced directive documentation, will be transferred with the patient for continuity of care. If a patient requests information regarding the formulation of advance directives, staff members will provide them with information from the Texas Medical Association. Copies can be obtained if the patient desires while they are present in the surgery center. In addition, the patient can contact the Texas Medical Association, Attn: Living Will, 401 W. 15<sup>th</sup> St., Austin, TX 78701-1680. If the patient is Internet savvy, they may also contact the Texas Medical Association Knowledge Center at [knowledge@texmed.org](mailto:knowledge@texmed.org).

#### DISCLOSURE OF OWNERSHIP

A physician performing the procedure may have an ownership interest in this facility. A schedule of typical fees for services provided by this facility may be made available upon request. These procedures are performed at hospitals and other outpatient facilities in this community. The patient has a choice where to receive services, including a facility where their physician does or does not have ownership interest.

The patient and/or his family members have the following responsibilities to the Key-Whitman Surgery Center in order to assure the best possible results of surgical intervention:

1. A patient has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and dosages, and other matters relating to their health. This includes presenting advanced directives to staff prior to surgery or treatment.
2. The patient has the responsibility to report unexpected changes in condition to the responsible practitioner.
3. A patient is responsible for reporting clear comprehension of a contemplated course of action and what is expected of him/her.
4. A patient is responsible for following the treatment plan that is developed with the health care provider.
5. The patient should express concern regarding inability to comply with a planned course of treatment, and every effort should be made to adapt the treatment plan to the patient's specific needs and limitations.
6. The patient is responsible for keeping appointments and, when unable to do so for any reason, notifying us at 214-754-0000 or 800-442-5330 or 214-220-EYES.
7. The patient is responsible for their own actions if refusing treatment or not following the practitioner's instructions. Noncompliance with the proposed course of treatment may lead to further complications or illness.
8. The patient is responsible for following the all preoperative instructions and leaving valuables at home.
9. The patient is responsible for being considerate of the rights of other patients and Key-Whitman Surgery Center personnel and for assisting in the control of noise and distractions.
10. The patient is responsible for adhering to and assisting in the enforcement of the no smoking policy throughout the building.
11. The patient is responsible for being respectful of the property of other persons and of the Key-Whitman Surgery Center.
12. Patients can access all services available using our website, [www.keywhitman.com](http://www.keywhitman.com) or merely by asking for the information. It is the patient's responsibility to ask any questions on information they need clarified.
13. Fees for services will be addressed with each patient before surgery. It the patient's responsibility to make payment prior to surgery for what is owed out of pocket. The patient is responsible for all expenses not covered by the insurance company, which will be completely assessed after insurance is billed.
14. Patients have the responsibility to inquire about any questions they have after hours at our emergency number located on all post-op instructions and also accessible by the regular phone number.