

KEY-WHITMAN SURGERY CENTER

PATIENT'S 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 the right to change providers if qualified providers are available. The patient must make request known immediately so an arrangement for rescheduling can be made if necessary.
11. Patients have a right to file any complaints with the Department of State Health Services Facility Licensing Group, 1100 West 49th 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

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PATIENT RESPONSIBILITIES

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. The patient has the responsibility to provide accurate and complete information about present chief complaints, allergies and reactions, 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. Also, 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.
3. The patient is responsible for requesting additional information or voicing any concern either prior to the day of surgery or while in the preoperative area prior to anesthesia.
4. The patient is responsible for requesting any information regarding their physician's credentials and/or malpractice coverage. Physicians with no malpractice coverage are not granted privileges in this facility.
5. The patient is responsible for reporting clear comprehension of a contemplated course of action and what is expected of him/her and is responsible for following the treatment plan that is developed with the health care provider.
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 all preoperative instructions, and for leaving valuables at home and is responsible for providing a responsible adult to transport him or her home from the facility after surgery/treatment.
9. The patient is responsible for being respectful and considerate of the rights of other patients and Key-Whitman Surgery Center personnel and for assisting in the control of noise and distractions, as well as being respectful of property of others, including the facility.
10. The patient is responsible for adhering to and assisting in the enforcement of the no smoking policy throughout the building.
11. Patients can access all services available using our website, 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.
12. Fees for services will be addressed with each patient before surgery. It is 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.
13. 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.