

## **Patient Rights and Responsibilities**

**Every Patient has Rights including the right to be informed of their rights in a way that the patient, patient's representative and/or surrogate can understand. A patient cannot be penalized in any way for exercising these rights.**

### **Every Patient Has The Right:**

1. to be treated with respect, consideration with an appreciation for his or her individual dignity.
2. to protect his or her need for privacy.
3. to communicate in the language or manner primarily used by the patient
4. to an environment that is safe and secure for self and property.
5. to confidentiality of information gathered during treatment, and the opportunity to approve or refuse the release of your records, except when required by law.
6. to be informed of patient responsibilities prior to receiving care.
7. to prompt and reasonable response to questions and requests.
8. to know the credentials of health care professionals providing and responsible for his or her care.
9. to be fully informed about a treatment or procedure and the expected outcome before it is performed. When it is medically inadvisable to such information to a patient, the information is provided to the patient's representative or surrogate.
10. to know what patient support services are available.
11. to know what rules and regulations apply to his or her conduct.
12. to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
13. to refuse to participate in research.
14. to refuse treatment, except as otherwise provided by law.
15. to be given, upon request, full information and necessary counseling on the availability of financial resources for his or her care.
16. to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
17. to receive a copy of an understandable bill and upon request to have charges explained.
18. to receive impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
19. to receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
20. to be informed about procedures for expressing suggestion, complaints and grievances.
21. to voice grievances regarding treatment or care that is (or fails to be) provided.
22. to participate in all aspects of health care decisions unless contraindicated by concerns for their health.
23. to appropriate assessment and management of pain.
24. to be free of restraints of any form which are not medically necessary.
25. to be free from all forms of abuse, including verbal, sexual, physical, mental and harassment.
26. to be able to change providers if another qualified provider is available.
27. to be free from any act of discrimination or reprisal if using the Patient Grievance Procedure. Patients are encouraged to use the grievance procedures as a formal and appropriate way to express concerns or complaints to staff, and resolve disputes, instead of relying on inappropriate, acting out behaviors.
28. If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
29. If a state court has not adjudged a patient incompetent, a patient's representative or surrogate designated by the patient in accordance with state laws may exercise the patient's right to the extent allowed by state law.

Advance Directives allow patients to make their own decisions regarding the care they would prefer to receive if they develop a terminal illness or a life-threatening injury. They can also designate someone the patient trusts to make decisions about medical care if the patient becomes unable to make (or communicate) these decisions. River Pointe Surgery Center can provide you with a brochure discussing advance directives.

River Pointe Surgery Center does not routinely perform high risk procedures on patients with life-threatening conditions. Patients have their procedure and are expected to return home the same day. Therefore, the surgery center does not act upon Advance Directives. If patients have Advance Directives, they may bring them on the day of your procedure in the unlikely event they may be transferred to a hospital for follow-up care.

**Every Patient is Responsible:**

1. to provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities and other matters relating to his or her health.
2. for reporting unexpected changes on his or her condition to the health care provider.
3. for reporting to the healthcare provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
4. for following the treatment plan recommended by the health care provider and participating in his or her care.
5. for keeping appointments and when he or she is unable to do so for any reason, for notifying the Center.
6. for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
7. to accept personal responsibility for any charges not covered by his/her insurance.
8. for following River Pointe Surgery Center's rules and regulations affecting patient care and conduct.
9. to be respectful of all the healthcare professionals and staff as well as other patients.
10. for asking what to expect regarding pain and pain management.
11. for providing a responsible adult to transport him/her home from River Point Surgery Center and remain with him/her for twenty-four (24) hours, if required by his/her healthcare provider.

River Pointe Surgery Center has the right to refuse care or to dismiss a patient from care in the event they are disruptive, uncooperative, and belligerent or physically threatening to the staff or other patients. River Pointe has the right to refuse care or to dismiss a patient from care in the event the designated responsible driver is incapacitated, disruptive, uncooperative, belligerent, or physically threatening to staff or other patients. Additionally, River Pointe has the right to refuse care to patients who do not have a responsible driver for transportation home and for them to remain with you for 24 hours if required by provider.

If patients have a grievance or are dissatisfied with the care they received, please contact: **Clinical Director at 574-296-6477**. River Pointe Surgery Center is responsible for providing the patient/designee with a written response with 30 days indicating the findings of the investigation. If you are not satisfied with the outcome, you may write, email, or call the listed contact below.

River Pointe Surgery Center  
Attn: Administration  
500 Arcade Ave. Suite 100  
Elkhart, IN 46514  
574-296-6477

For Questions or concerns regarding the Medicare/Medicaid Program, please contact the Office of the Medicare Beneficiary Ombudsman via the web at:  
<https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>