

PATIENT RIGHTS & RESPONSIBILITIES

Mercy Premium Surgery Center has established the Patient Rights and Responsibilities below with the expectation that observance of them will contribute to more effective patient care, greater patient satisfaction and positive outcomes for the patient.

Mercy Premium Surgery Center complies with applicable Federal civil rights laws and does not discriminate, exclude or treat a patient differently because of age, race, sex, national origin, religion, culture, or physical handicap, personal value and/or belief systems or whether or not you have an advance directive. Language Assistance Services are available to you free of charge. Call 216-231-0787 (TTY: 216-231-5266)

Centro de Cirugía de la Merced de primera calidad cumple con las leyes federales aplicables de derechos civiles y no discrimina, excluye o tratar al paciente de manera diferente Debido a la edad, raza, sexo, origen nacional, religión, cultura o discapacidad física, valor personal y / o sistemas de creencias o si usted tiene o no una directiva anticipada. si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-216-231-0787 (TTY: 1-216-231-5266).

Mercy Premium-Surgery Center Entspricht den anwendbaren Bundeszivilrecht Rechte und diskriminiert nicht, ausschließen oder den Patienten unterschiedlich wegen des Alters, der Rasse, des Geschlechts, der nationalen Herkunft, der Religion, Kultur oder körperlicher Behinderung, persönliche Wert und / oder Glaubenssysteme oder ob behandeln oder nicht haben Sie einen Vorschuss Richtlinie. Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-216-231-0787 (TTY: 1-216-231-5266).

PATIENT RIGHTS

- A patient has the right to be treated with courtesy, respect, appreciation of his or her individual dignity, and with protection of his her privacy, physical safety and emotional well being.
- A patient has the right to be treated in an environment free of all forms of abuse or harassment.
- A patient has the right to expect confidential treatment of their financial and medical records and is given the opportunity to approve or refuse their release except when required by law.
- A patient has the right to know to the highest degree possible, complete information concerning their diagnosis, evaluation, treatment, and prognosis.
- A patient has the right to participate in decisions involving their health care or to refuse care, except when such participation is contraindicated for medical reasons.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical services and who is responsible for his/her own care.
- A patient has the right to change providers if other qualified providers are available.
- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- A patient judged legally incompetent shall have their rights exercised by the person appointed on the patient's behalf.
- A patient may legally delegate his/her right to make informed decisions to another person if they are unable to make a decision. An advance directive, medical power of attorney or legal representative of the patient may provide guidance as to the patient's wishes if they are unable.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the healthcare provider or the Center accepts the Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A patient has the right to formulate an Advance Directive.
- A patient has the right to know if medical treatment is for the purpose of experimental research and to give his or her consent or refusal to participate in such experimental research.

- A patient has the right to express grievances regarding any violation of his or her rights without fear of discrimination or reprisal by notifying the Surgery Center Facility Director @ 440-930-6050 and/or The Office of the Attorney General, State Office Tower, 30 East Broad Street, 17th Floor, Columbus, OH 43215-3428 at (614) 466-4320 or Ohio Toll Free at (877) 244-6446 and/or to The Office of the Medicare Beneficiary Ombudsman @ 1-800-MEDICARE or visit the website at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

PATIENT RESPONSIBILITIES

- A patient is responsible for providing to the health care provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications (including over-the-counter, herbal and dietary products), allergies or sensitivities and other matters relating to his/her health.
- A patient is responsible for being respectful of all the health care professionals and staff, as well as other patients.
- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A patient is responsible for following the treatment plan recommended by the health care provider.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or the Center.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- A patient is responsible for informing his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- A patient is responsible for providing a responsible adult to transport him/her home from the facility and remain with them for 24 hours, if required by their physician.
- A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- A patient is responsible for following the Center rules and regulations affecting patient care and conduct.

ADVANCE DIRECTIVES

This section has been designed to help you understand Federal and State laws and the Surgery Center's policy on advance directives. Ohio State Advance Directive information is available upon request.

Ohio state law says that a health care facility shall provide to each patient written information concerning the individual's rights concerning advance directives and the health care facility's policies respecting the implementation of such rights, and shall document in the patient's medical records whether or not the individual has executed an advance directive. The health care facility may not require a patient to execute an advance directive or to execute a new advance directive using the facility's or provider's forms. The patient's advance directives shall travel with the patient as part of the patient's medical record.

The physicians and staff of Mercy Premium Surgery Center respect your right to participate in decisions regarding your health care. Ohio State Law permits a notice of limitation by the Surgery Center regarding the execution of an Advance Directive. Per our Policy, the Surgery Center will always attempt to resuscitate a patient and will transfer the patient in the event of deterioration. If you are transferred to a hospital your advance directive will be sent with you as part of your medical record.

DISCLOSURE OF OWNERSHIP

The following physician(s) have greater than 5% financial interest or ownership in Mercy Premium Surgery Center: Shamik Bafna MD, Mehrun Elyaderani MD, James Lisi MD, John Spirnak MD, Robert Warren MD and William Wiley MD.