

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT'S RIGHTS:

- You have the right to considerate, safe, respectful and responsive care. You have the right to medical treatment regardless of your age, sex, race, religion, disability, or national origin.
- You have the right to respectful consideration of your psychosocial, spiritual, and cultural values, needs, and preferences.
- You have the right to become involved in all aspects of your care.
- You have the right to discuss with your physician the available information about your condition and treatment options so you may understand the potential risks, alternatives, and possible results before making informed decisions about your treatment.
- You and/or your next of kin, speaking on behalf of, have the right to call for, and participate in, appropriate discussions of ethical concerns/issues. To arrange such discussions, speak with the nursing personnel caring for you or your loved one, or call the Administration Office at (859) 258-4600.
- You have the right to refuse treatment to the extent permitted by law and be informed of the consequences of your refusal. In accordance with its philosophy, the Surgery Center is opposed to, and will not cooperate in, suicide, assisted suicide, and/or active euthanasia.

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- You have the right to an explanation of treatments and procedures you are receiving, including the name of the physician who has primary responsibility for your care and the identity and status of professionals responsible for authorizing and performing treatments.
- You have the right to a reasonable response to your requests for any services within the available resources of the Surgery Center and based on priority of need. This includes discharge-planning services.
- You have the right to confidentiality of information relating to your care in either the form of discussions or written records.
- You have the right to security and personal privacy, including access to protective services (i.e. guardianship and advocacy services).
- You have the right to information from appropriate Surgery Center staff in all matters relating to Surgery Center charges, payment of your bill, completion of insurance forms, and explanation of utilization review procedures.
- You have the right to know rules and regulations that apply to your conduct and that of your family and your visitors while you are a patient at the Surgery Center.
- You have the right to be provided with, upon written request, access to all information contained in your medical record.

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- You have the right to be advised of participation in a medical care research program or donor program and to give your consent prior to participation in such a program. A patient may also refuse to continue in a program that they have previously given informed consent to participate in.
- You have the right to exercise your rights without being subjected to discrimination or reprisal.
- You have the right to voice grievances regarding treatment or care that is (or fails to be) furnished.
- You have the right to accurate information regarding the competence and capabilities of the organization.

YOUR RESPONSIBILITIES:

- You have the responsibility to exercise your right to make informed decisions about your health care. This includes seeking and considering the information provided by your physician and other caregivers.

The caring staff of the Lexington Clinic Ambulatory Surgery Center



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- You have the responsibility to follow treatment plans and instructions recommended by your physician. This includes your responsibility to ask questions when you do not understand the plan or instructions.
- You have the responsibility to report any changes in your condition to your physician and/or nurse.
- You have the responsibility to cooperate with the Surgery Center staff caring for you.
- You have the responsibility to provide, to the best of your knowledge, accurate and complete information about all matters relating to your health, any medications, including over the counter products and dietary supplements and any allergies or sensitivities.
- You have the responsibility to consider and abide by the rules that apply to your conduct and that of your family and visitors while you are a patient at the Surgery Center.



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- You have the responsibility to provide a reasonable adult to transport you home from the facility and remain with you for 12 to 24 hours.
- You have the responsibility to follow Surgery Center rules and regulations, including respect for Surgery Center property and that of other patients.
- You have the responsibility to cooperate with appropriate Surgery Center staff to provide information for processing insurance and payment forms.
- You have the responsibility to leave valuables at home or send valuables with your family/friends while you are a patient.
- You have the responsibility to contact a nurse or physician, or call Administration, to receive answers to questions about your care in the Surgery Center.
- You have the responsibility to accept personal financial responsibility for any charges not covered by your insurance.
- You have the responsibility to inform your provider about any living will, medical power of attorney or other directive that could affect your care.

***If you have any concerns, questions, or need to file a grievance, you can contact the ASC Administration Office at (859) 258-4600.*

In addition, you can contact the Kentucky Ombudsman at toll free 1-800-372-2973 or TTY (for hearing impaired) at 1-800-627-4702.

By mail: *The Office of the Ombudsman
Cabinet for Health and Family Services
275 East Main Street, 1 E-B
Frankfort, KY 40621*

*The web site for the Medicare Beneficiary Ombudsman is located at:
www.cms.hhs.gov/center/ombudsman.asp.*

The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help needed to understand Medicare options and to apply Medicare rights and regulations.