



Notice of Patient Rights and Responsibilities

(Please read this document so that you can understand your rights and responsibilities.)

Rights

As a patient in the Wright Surgery Center (WSC), you will be treated in a manner that recognizes your basic human rights and accorded impartial access to treatment accommodations that are available or medically indicated regardless of psychosocial and personal values, race, creed, sex, national origin, or source of payment for care. You will be treated with respect, consideration and dignity. You can be assured of confidential treatment and no disclosure, or records, of your treatment will be released without your consent, except when release is required by law. As a patient you have the right to:

- ◆ Expect reasonable safety insofar as WSC practices and environment are concerned.
- ◆ Know the identity and professional status of individuals providing service, know who is authorized to perform the treatment/procedure and know which physicians or other practitioners are primarily responsible for your care.
- ◆ Be reasonably informed in order to participate in decisions involving your health care. In circumstances when it is inadvisable to give such information to you, it will be made available to an individual designated by you or to a legally authorized individual. Your rights apply to any person with the legal responsibility to make medical decisions for you.
- ◆ Expect any reports of pain to be quickly assessed and effectively managed by health care personnel committed to pain management.
- ◆ Expect education about pain management specific to postsurgical or procedure needs prior to discharge from the WSC.
- ◆ Be informed by a medical staff member of your continuing health care requirements after discharge from the WSC. You may have a designee assigned to receive this information.
- ◆ An interpreter or use of alternative communication techniques/aids, as needed.
- ◆ Request and receive an itemized and detailed explanation of the total bill for services rendered, regardless of the source of payment for the care, and have the right to timely notice prior to termination of eligibility for reimbursement by a third party payer.
- ◆ Know that the WSC does not honor advance directives. However, if presented, directives will be placed in your medical record for use if you are transferred to a hospital. State law and advance directive forms are available at www.noah-health.org/en/rights/endoflife/adforms.html.
- ◆ Be entitled to information about the WSC's mechanism for initiation, review and resolution of patient complaints.
- ◆ Know the provisions the WSC has arranged for handling emergency care and after-hours care.
- ◆ Have all reasonable requests responded to promptly and adequately within the capacity of the WSC.

- ◆ Know the WSC is a not-for-profit, tax-exempt organization under the federal 501(C) (3) tax code and is governed by a Board of Directors.

- ◆ File a formal grievance if you are not completely satisfied with the resolution of a complaint or concern by contacting: **the Director of Surgical Services at (216) 382-1686.**

Responsibilities

You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illness, especially hospitalizations, medications and other matters related to your health. You have the responsibility to report unexpected changes in your condition to your physician. You are responsible for making it known if you do not clearly comprehend the contemplated procedure and what is expected of you. You have the responsibility to:

- ◆ Follow the treatment plan recommended by your physician. This may include instructions from nurses and allied health personnel. Failure to do so can adversely impact the desired clinical results.

- ◆ Indicate if you feel your privacy and/or safety is being violated.

- ◆ Provide a responsible adult to transport you home after surgery as well as have a responsible adult be accountable for you at home for the first 24 hours after surgery.

- ◆ Assure that the financial obligations of your health care are fulfilled as promptly as possible.

- ◆ Be considerate of the rights of other patients and WSC personnel and being respectful of the property of other persons and of WSC.

- ◆ Know your responsibilities as a patient.

- ◆ File a grievance within 30 days of the occurrence if you feel your rights have been violated. You may report complaints to:

**Ohio Department of Health, 246 N. High Street,
Columbus, OH 43215 (1-800-669-3534)**

www.odh.ohio.gov/forms/formfinder.aspx

OR

**Office of Medicare Beneficiary Ombudsman, Centers for Medicare & Medicaid Services, 7500 Security Boulevard,
Baltimore, MD 21244-1850, (1-800-633-4227)**

www.medicare.gov/Ombudsman/activites.asp

Any information you wish to have concerning your rights and responsibilities may be requested from:

**Director of Surgical Services, Wright Surgery Center
University Suburban Health Center
1611 South Green Road, Suite 124
South Euclid, OH 44121
(216) -382-1868**