



## ASC PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes on a new dimension when care is rendered within an organizational structure. Legal precedent has established that the facility itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed.

The patient has the right to:

1. Receive considerate and respectful care in a safe setting, in which personal privacy will be maintained.
2. Obtain from their physician complete current information concerning their diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person in their behalf. They have the right to know by name the physician responsible for coordinating their care.
3. Participate in decisions involved in their care and to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternative, the patient has the right to know the name of the person responsible for the procedures and/or treatment.
4. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of their action.
5. Exercise their rights without being subjected to discrimination or reprisal.
6. Every consideration of their privacy concerning their medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discretely. Those not directly involved in their care must have permission of the patient to be present.
7. Expect that all communications and records pertaining to their care, including financial records, should be treated as confidential and not released without written authorization by the patient.
8. Expect that, within its capacity, this ambulatory surgery facility must provide evaluation, and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after they have received complete information concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
9. Obtain information as to any relationship of this facility to other health care and educational institutions insofar as their care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by names, which are treating them.
10. The respect for property and person, and to be free of all forms of abuse or harassment, they may designate, in accordance with state law, a legal representative to exercise the patient's rights to the extent allowed by state law.

11. Expect reasonable continuity of care and that this facility will provide a mechanism whereby they are informed by their physician of the patient's continuing health requirements following discharge.
12. Examine and receive an explanation of their bill regardless of the source of payment and to be informed regarding the fees for procedures performed at the Ashland Surgery Center. The patient has a right to be informed of third-party coverage including Medicare and Oregon Health Care Cost Containment System.
13. Know what facility rules and regulations apply to their conduct as a patient.
14. Request information about the grievance process at the Ashland Surgery Center; they have the right to speak immediately with the Administrator or substitute person assigned to answer to grievances. A formal written grievance may be completed for further review of the grievance. To report a grievance with the state contact Oregon Department of Human Services, 800 NE Oregon St. Suite 465 Portland, OR 97232, (971)673-0540 or go online to [www.healthoregon.org/hcraqi](http://www.healthoregon.org/hcraqi). Medicare beneficiaries can find more information on their Medicare rights online at <http://www.medicare.gov/basics/your-medicare-rights>.
15. Have an Advanced Directive, such as a living will or health care proxy. These documents express the patient's choices about future care, or name someone to decide if the patient cannot speak for himself or herself. The patient who has an Advanced Directive can provide a copy to the facility and to their physician if they would like their wishes to be made known and honored.
16. Choose this surgery center or ask their physician for an alternate service location. **Ashland Surgery Center is locally owned and operated by the following physicians.**

J. Welder, MD 648 N. Main St Ashland, OR 97520	R. Ewing, MD 648 N. Main St Ashland, OR 97520	J. Fredrickson, MD 648 N. Main St Ashland, OR 97520	C. Chow, MD 743 N. Main St Ashland, OR 97520	M. Herron, MD 638 N. Main St Ste. C Ashland, OR 97520	V. Schiedler 251 Maple St. Ashland, OR 97520
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The care a patient receives at the Center depends partially on the patient themselves. Therefore, in addition to the Bill of Rights, a patient has certain responsibilities as well. These responsibilities are presented to the patient in the spirit of mutual trust and respect.

#### Patient responsibilities:

1. Provide accurate and complete information concerning their present complaints, past medical history, and other matters about their health.
2. Participate in decisions involving their own health care and accept the consequences of these decisions if complications occur.
3. Follow the treatment plan established by their physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
4. Keep appointments and notify the facility or physician when they are unable to do so.
5. Their actions should they refuse treatment or not follow their physician's orders.
6. Assuring that the financial obligations of their care are fulfilled as promptly as possible.
7. Be considerate of the rights of other patients and facility personnel.