

Patient Rights & Responsibilities

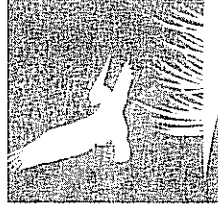
The patient is entitled to certain rights and is required to comply with certain responsibilities to fulfill health care needs.

Purpose:

To contribute to more effective patient care and greater satisfaction for the patient, his family, the physician and the center caring for them. Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural, or physical handicap, personal value and benefits.

Rights Of The Patient:

- Every Patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs.
 - Every Patient has the right to every consideration of his privacy and individuality as it relates to his social, religious and psychological well being.
 - Every Patient has the right to confidentiality, to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.
 - Every Patient has the right to express grievances or complaints without fear of reprisals.
 - Every Patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
 - Every Patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
 - Every Patient has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment. If the patient is unable to participate, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
 - Every Patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
 - Every Patient has the right to appropriate treatment and care to include the assessment/management of pain.
- ## Responsibilities Of The Patient:
- Patients are responsible to be honest and direct about



PONTCHARTRAIN
SURGERY CENTER LLC

Please remember...

Unless you have been told otherwise.

**DO NOT EAT OR DRINK ANYTHING
AFTER MIDNIGHT THE NIGHT
BEFORE YOUR SURGERY.**

Your surgery is scheduled for:

Date: _____

Time: _____

Physician: _____

Please call

985.234.9700

With any questions you may have.

Advance Directive Notification

You have the right to present an advance directive or receive information about advance directives. In the event of an emergency we will initiate life saving measures and transfer you to an acute care facility. Our contracted transfer facility will honor your advance directive.

If you wish to complete an Advance Directive, copies are available at the Center upon request.

Disclosure of Ownership

Your physician may have a financial interest in this facility. You have the right to choose the provider of your healthcare.

We strive to reach your expectations at Pontchartrain Surgery Center. If however, you feel that they have not been met, please call (985) 234-9700 and ask to speak with Lisa Sabatier, our Administrator.

If you are a Medicare patient and wish to file a complaint, you may do so by contacting the Office of Medicare Beneficiary Ombudsman at www.cms.hhs.gov/center/ombudsman.asp. If you wish to contact the Louisiana Department of Health and Hospitals, call (225) 342-0138. PCS is accredited by AAAHC, and this organization can be contacted at (847) 853-6060.