

ASC Patient Bill of Rights

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 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.

1. **The patient** has a right to receive considerate and respectful care in a safe setting, in which personal privacy will be maintained.
2. **The patient** has the right to obtain from his/her physician complete current information concerning his/her 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 his/her behalf. He/she has the right to know, by name the physician responsible for coordinating his/her care.
3. **The patient** has a right to participate in decisions involved in his/her care and to receive from his/her 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. **The patient** has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.
5. **The patient** has the right to exercise his/her rights without being subjected to discrimination or reprisal.
6. **The patient** has the right to every consideration of his/her privacy concerning his/her medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discretely. Those not directly involved in his/her care must have permission of the patient to be present.
7. **The patient** has the right to expect that all communications and records pertaining to his/her care, including financial records, should be treated as confidential and not released without written authorization by the patient.
8. **The patient** has the right to 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 he/she has 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. **The patient** has the right to obtain information as to any relationship of this facility to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him/her.
10. **The patient** has the right to respect for property and person, and to be free of all forms of abuse or harassment, he/she may designate, in accordance with state law, a legal representative to exercise the patient's rights to the extent allowed by state law.
11. **The patient** has the right to expect reasonable continuity of care. The patient has the right to expect that this facility will provide a mechanism whereby he/she is informed by his/her physician of the patient's continuing health requirements following discharge

12. **The patient** has the right to examine and receive an explanation of his/her 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. **The patient** has the right to know what facility rules and regulations apply to his/her conduct as a patient
14. **The patient** has the right to request information about the grievance process at the Ashland Surgery Center; he/she has the right to speak immediately with the Clinical Director or substitute person assigned to answer to grievances. A formal written grievance may be completed for further review of the grievance. The patient may call or contact Dept. of Human Services, 800 Oregon St. Suite 305 Portland OR 973232. (971)673-0540 or go online to www.oregon.gov/dhs. Medicare may be reached online at www.q1medicare.com/partd-themedicarebeneficiary-ombudsman.php
15. **The patient** has a right to 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. **The patient** has the right to 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.**

M. Greenberg, MD
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743 N. Main St.
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Patient Responsibility

The care a patient receives at the Center depends partially on the patient himself/herself. 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.

1. The patient **must provide accurate and complete information concerning his/her present complaints, past medical history, and other matters about his/her health.**
2. The patient **is responsible for full participation in decisions involving his/her own health care and accept the consequences of these decisions if complications occur.**
3. The patient **is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physicians orders.**
4. The patient **is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.**
5. The patient **is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.**
6. The patient **is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.**
7. The patient **is responsible for being considerate of the rights of other patients and facility personnel.**

