



## PATIENT'S RIGHTS AND 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/her family, the physician and the center caring for them. Patients shall have the following rights without regard to age, race, sex, national origin, religion, culture, or physical handicap, personal value and beliefs.

### **PROCEDURE:**

#### **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. Has the right 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. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- 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.
- 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 matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directive, medication and other pertinent data.
- Agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference or handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed.
- Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Surgery Center employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify the Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as the Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of the Surgery Center.
- Ambulatory patients are to observe safety and no smoking regulations.

**You have the right to present an Advance Directive or receive information about an Advance Directive. However, it is the policy of this facility to not comply with the Do Not Resuscitate (DNR) directive, as life saving measures will be made in the event of an emergency. The Advance Directive is kept with your medical record in case you are transferred to another medical facility in the event of an emergency. Additional information regarding Advance Directives is available at your request.**

**We strive to meet your expectations at Landmark Surgery Center. If however, they have not been met please contact the Administrator by phone at (314) 729-0100 or by mail at:**

**Landmark Surgery Center • 9701 Landmark Parkway, Suite 100 • St. Louis, MO 63127**

**Complaints and grievances may also be filed by contacting:**

**Missouri Department of Health & Senior Services • P.O. Box 570, Jefferson City, Missouri 65102**

**Phone: 800-392-0210**

**Fax: 573-751-6010**

**Email: [info@dhss.mo.gov](mailto:info@dhss.mo.gov)**

**Accreditation Association for Ambulatory Health Care (AAHC) Phone: (847) 853-6060**

**All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman. Visit the Ombudsman's webpage at: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>**