



## **PATIENT RIGHTS**

1. Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for his/her care.
2. The right to receive care in a safe setting.
3. Patients have the right to be treated with courtesy and respect for their individuality by employees of, or by persons providing service in a health care facility.
4. Patients shall have or be given, in writing, the name, business address, telephone number, and specialty, if any, of the physician responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the attending physician in a patient's care record, the information shall be given to the patient's guardian or other person designated by the patient as a representative.
5. Patients have the right to change providers if other qualified providers are available.
6. Patients who receive services from an outside provider are entitled, upon request, to be told the identity of the provider. Information shall include the name of the outside provider, the address, and a description of the service which may be rendered. In cases where it is medically inadvisable, as documented by the attending physician in a patient's care record, the information shall be given to the patient's guardian or other person designated by the patient as a representative.
7. Receive information from his/her physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand.
8. Receive as much information about any proposed treatment or procedure as he/she may need, in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
9. Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
10. Full consideration of personal privacy and concerning his/her medical care program; Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
11. Confidential treatment of all communications and records pertaining to his/her care and stay in the center. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
12. Reasonable responses to any reasonable request he/she may make for service.
13. Leave the surgery center even against the advice of his/her physician; Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.



14. Be advised if the surgery center or personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects without compromising access to care.
15. Be informed by his/her physician, or a delegate of his/her physician, of the continuing health care requirements following his/her discharge from the surgery center.
16. Receive information regarding fees and payment schedule.
17. Examine and receive an explanation of his/her bill regardless of source of payment.
18. Know which surgery center rules and policies apply to his/her conduct while a patient.
19. Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
20. Have the right to be informed, and when appropriate their families, about the outcomes of care, treatment, and services, including unanticipated outcomes.
21. Have the right to be free from mental, physical, sexual, and verbal abuse, neglect and exploitation.
22. All personnel shall observe these patient rights.

**Our center is dedicated to the provision of quality care and your opinion of the care provided is important to us.**

If you feel you have been treated unfairly, without respect, or treated inappropriately, please contact the surgery center administrative office at **952-456-7100**.

**Inquiries or complaints regarding medical treatment or the Patients' Bill of Rights may be directed to:**

**Minnesota Board of Medical Practice**

2829 University Ave. SE, Suite 400  
Minneapolis, MN 55414-3246  
612-617-2130  
800-657-3709

**Office of Health Facility Complaints**

P.O. Box 64970 St. Paul, MN 55164-0970  
651-201-4201  
800-369-7994

**Office of the Medicare Beneficiary Ombudsman**

1-800-MEDICARE (1-800-633-4227)  
[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

**Accreditation Association for Ambulatory Health Care (AAAHC)**

847-853-6060