



Patient Rights and Responsibilities

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISIONS REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE/SURROGATE PRIOR TO THE PROCEDURE/SURGERY.

As a West Bank Surgery Center patient, you have the Right to:

1. To receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or source of payment.
2. To receive considerate, respectful and dignified care.
3. To be provided privacy and security during the delivery of patient care service.
4. To receive information from his/her physician about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
5. To receive as much information about any proposed treatment or procedures as he/she may need in order to give informed consent prior to the start of any procedure or treatment.
6. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
7. 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 treatment is refused, the patient has the right to be told what effect this may have on their health, and the reason shall be reported to the physician and documented in the medical record.
8. To be free from mental and physical abuse, or exploitation during the course of patient care.
9. Full consideration of privacy concerning his/her medical care. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely.
10. Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the facility. 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. The facility has established policies to govern access and duplication of patient records.
11. To have care delivered in a safe environment, free from all forms of abuse, neglect, harassment or reprisal.
12. Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
13. 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 facility.
14. To know the identity and professional status of individuals providing services to them, and to know the name of the physician who is primarily responsible for coordination of his/her care.
15. To be informed of their right to change providers if other qualified providers are available.
16. To know which facility rules and policies apply to his/her conduct while a patient.
17. To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. All personnel shall observe these patient's rights.
18. To be informed of any research or experimental treatment or drugs and to refuse participation without compromise to the patient's care. The patient's written consent for participation in research shall be obtained and retained in his/ her patient record.
19. To examine and receive an explanation of his/her bill regardless of source of payment.
20. To appropriate assessment and management of pain.
21. To be advised if the physician providing care has a financial interest in the surgery center.
22. Regarding care of the pediatric patient, to be provided supportive and nurturing care which meets the emotional and physiological needs of the child and to support participation of the caregiver in decisions affecting medical treatment.
23. **Rights and Respect for Property and Person:**
 - a) Exercise his or her rights without being subjected to discrimination or reprisal.
 - b) Voice a grievance regarding treatment or care that is, or fails to be, furnished.
 - c) Be fully informed about a treatment or procedure and the expected outcome before it is performed.
 - d) Confidentiality of personal medical information.
24. **Privacy and Safety**
 - a) Personal privacy
 - b) Receive care in a safe setting
 - c) Be free from all forms of abuse or harassment

As a West Bank Surgery Center patient, you have the responsibility to the following:

1. To provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
2. To follow the treatment plan prescribed by their provider, including pre-operative and discharge instructions.
3. To provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
4. To inform their provider about any living will, medical power of attorney, or other advance healthcare directive in effect.
5. To accept personal financial responsibility for any charges not covered by their insurance.
6. To be respectful of all the healthcare professionals and staff, as well as other patients

Complaints/Grievances

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

The following are the names and/or agencies you may contact:

Center Leader

West Bank Surgery Center, 3704 Lapalco Boulevard, Harvey, LA 70058 Phone: 504-207-5320

You may contact the state to report a complaint;

Department of Health and Hospitals

628 N. 4th Street

Baton Rouge, Louisiana 70821-0629

Ph: 225.342.9500 FAX: 225.342.5568

State Web site: <http://www.dhh.louisiana.gov>

Medicare: www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)

Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman.

Medicare Ombudsman Web site: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Office of the Inspector General: <http://oig.hhs.gov>

This facility is accredited by the **Accreditation Association for Ambulatory Health Care (AAAHC)**. Complaints or grievances may also be filed through:

AAAHC: 5250 Old Orchard Road, Suite 200, Skokie, IL 60077 Phone: 847-853-6060 or email: info@aaahc.org

If you need an interpreter:

If you will need an interpreter, **please let us know** and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

Statement of Nondiscrimination:

West Bank Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

West Bank Surgery Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

West Bank Surgery Center respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

West Bank Surgery Center 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

West Bank Surgery Center tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính