

The
SURGICENTER
of
BALTIMORE

Rights and Responsibilities of Patients

The SurgiCenter of Baltimore has an organizational ethical responsibility to respect patients' rights, provide considerate and respectful care, affirm patients' rights to make decisions, assist and inform patients regarding their care, billing practices, marketing practices, admission and discharge practices, the code of ethical behavior, and policies related to conflict of interest. The care a patient receives depends partially on the patient himself/herself. In addition to patient rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.

The patient has the right to:

- Receive service(s) without regard to age, race, color, sex, sexual orientation, marital status, national origin, cultural, economic, educational, or religious background or the source of payment for care.
- Be treated with consideration, respect, and dignity including privacy in treatment.
- Be informed of the services available at the center.
- Be informed of the provisions for off-hour emergency coverage.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will participate in the care
- Receive information from his/her physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand.
- 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 the 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.
- Participate actively in decisions regarding his/her medical treatment including the right to refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her action.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to his/her care. Written permission shall be obtained before medical records can be made available to anyone not directly concerned with his/her care
- Reasonable responses to any reasonable requests he/she may make for service.
- Leave the Center even against the advice of physicians.
- Be informed regarding patient billing practices, charges for services; eligibility for third-party reimbursements; and when applicable, the availability of free or reduced-cost care.
- Receive a copy of his/her account statement, upon request.
- Voice grievances and recommend changes in policies and services to the center's staff, the operator, and the Maryland State Department of Health without fear of reprisal.

PATIENT RESPONSIBILITIES:

- The patient must provide accurate and complete information concerning his/her present condition or complaints, past medical history, and other matters about his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- 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 physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and facility personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.
- The patient must notify the doctor or nurses of advanced directives concerning their care. It is the policy of the SurgiCenter of Baltimore to resuscitate patients should life threatening emergencies occur. This is a different circumstance from the resuscitation you may have chosen not to have as part of your advance directive as that is referring to an end-of-life or end stage disease process. During anesthesia and surgery there can be circumstances associated with anesthesia and surgery (and not an end-of-life or end stage process) that could cause a life-threatening circumstance requiring resuscitation. In those circumstances we would resuscitate patients. Other aspects of your advance directive, such as power-of-attorney and the person you choose to make healthcare decisions for you should you be unable to make them yourself, will be honored.

For more information on Advanced Directives contact the Attorney General's office by phone at 410-576-7000 or on the web at www.oag.state.md.us then click on Advanced Directives/Living Wills. Forms may also be obtained from this website.