



Patient's Rights and Responsibilities

RIGHTS OF THE PATIENT:

Every Patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural, or physical handicap, personal value and beliefs.

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.

Every patient 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.

Every patient has the right to understand facility charges. You have the right to an explanation of all facility charges related to your healthcare.

Every patient has the right to all resuscitative measures; therefore we will not honor Advanced Directives.

Every patient has the right to a prompt and reasonable response to questions and requests.

Every patient has the right to know who is providing medical services and who is responsible for his or her care.

Every patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

Every patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his and her care.

Every patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.

Every patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

Every patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

Every patient has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed.

If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under the state law to act on the patient's behalf. If the state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.

RESPONSIBILITIES OF THE PATIENTS:

Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.

Patients are responsible for providing accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advanced directive, medication and other pertinent data.

Patients 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 services rendered are paid in a timely manner.

Patients are responsible for signing 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 and other people's property and the property of the surgery center.

Patients are to observe safety and "no smoking" regulations.

Patients are responsible for reporting unexpected changes in his or her condition to the health care provider.

Patients are responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

Patients are responsible for following health care facility rules and regulations affecting patient care and conduct.

PATIENT COMPLAINT OR GRIEVANCE: To report a complaint or grievance, a patient may contact the facility Administrator by phone at (407) 354-5401 x 1000 or by mail to: 6900 Turkey Lake Road, Suite 2-5, Orlando, FL 32819

Complaints and grievances may also be filed through the Agency for Health Care Administration, in writing at: 2727 Mahan Drive, Tallahassee, FL 32308 or by phone at (888) 419-3456.

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman online at: www.medicare.gov/Ombudsman/resources.asp.

Ownership Disclosure

**Please be advised that the following physicians are proud owners of Advanced Surgery Center of Orlando:
Steve Nguyen MD, Nam Dinh, MD, and Sergio Martinez, DO**