



**Foundation Surgery Affiliate of Middleburg
Heights, L.L.C.
15345 Bagley Road
Middleburg Heights, OH 44130**

Patient Label

Patient's Bill of Rights and Responsibilities

- I. It is the responsibility of the center to know and understand the patient's bill of rights and responsibilities.
- II. Upon the patient's admission, admitting personnel and nursing personnel will provide a copy of the "Patients Bills of Rights and Responsibilities" statement to each patient or to the legal guardian or significant other in the event the patient is unable to receive the information, and the original document will be maintained in Medical Records.
- III. Effective treatment depends in part on patient's history. The patient, or the patient's family, has an obligation to be open and honest and provide information about past illnesses, hospitalizations, medications, and other pertinent matters.
- IV. The center expects the patient will ask questions about directions or procedures they don't understand. The patient has the obligation to make it known immediately if they do not understand the instructions given them concerning their health, or if they think they will not be able to comply with such instructions.
- V. The patient has a right to address concerns regarding the quality of their care to the facility staff.
- VI. The center expects the patient to be considerate of other patients and staff in regard to noise, smoking, and number of visitors in the patient areas. The patient is also expected to respect the property of the center and of other persons.
- VII. To help the patient's physicians and the center staff care for the patient, the patients are expected to follow instructions and medical orders and report unexpected changes in their condition to their physician and center staff.
- VIII. The patient has the obligation to maintain personal and financial integrity with respect to health care services provided on their behalf.
- IX. The patient assumes financial responsibility for all services either through their insurance or by paying at the time of service.
- X. The patient has the right to examine and receive an explanation of their billing statements, regardless of the source of payment.
- XI. The patients are expected to follow all safety regulations that they are told or read about.
- XII. The patient is responsible for following the treatment plan recommended by the practitioner responsible for their care. If the patient fails to follow their healthcare provider's instructions, or if the patient refuses care, they are responsible for their own actions.
- XIII. A patient has the right to respectful care given by competent personnel.
- XIV. A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care and the names and functions of other health care persons having direct contact with the patient.
- XV. The patient has the right to every consideration of their privacy concerning their own medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discretely. Those not directly involved in the patient's care must have the permission of the patient to be present.
- XVI. A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third party contractual arrangement.
- XVII. A patient has the right to know what center rules and regulations apply to his conduct as a patient, and the patient has an obligation to respect the policies of the center.
- XVIII. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- XIX. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- XX. The patient has the right to full information in layman's terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the responsible person.



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- XXI. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure as required by **Ohio Revised Code § 3702.30. Ambulatory surgical facilities; licensing of health care facilities.**
- XXII. Patients have the right to receive from their physician, information necessary to give informed consent prior to the start of any procedure and/or treatment, or to appoint someone to speak on their behalf should they be medically unable to do so. Except in emergencies, such information for informed consent should include, but not necessarily be limited to, the specific procedure and/or treatment, what medically significant alternatives for care or treatment exist, or when the patient requests information. Patients also have the right to know the name of the person responsible for the procedures and/or treatment to be provided.
- XXIII. The patient has the right to be advised if the facility proposes to engage in or perform human experimentation affecting their care or treatment. The patient has the right to refuse to participate in such research projects.
- XXIV. A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he has previously given consent.
- XXV. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of their actions. A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- XXVI. A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sexual orientation, national origin, handicap, disability or source of payment.
- XXVII. The patient who does not speak English shall have access, where possible, to an interpreter.
- XXVIII. The center shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless the attending practitioner for medical reasons specifically restricts access.
- XXIX. The patient has the right to expect good management techniques to be implemented within the center. Those techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- XXX. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred must first have accepted the patient for transfer prior to the patient's transfer.
- XXXI. The patient has the right to expect that the center will provide information for continuing health care requirements following discharge and the means for meeting them.
- XXXII. A patient has the right to be informed of his rights at the time of admission.
- XXXIII. The patient can choose to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.

The physicians, nurses and the entire staff at Foundation Surgery Affiliate of Middleburg Heights, L.L.C. are committed to assure you reasonable care. Should you have a complaint or grievance related to Foundation Surgery Affiliate of Middleburg Heights, L.L.C., contact the Administrator at (440) 743-8402.

If your complaint or grievance is not resolved to your satisfaction, you may contact The Ohio Department of Health, Provider and Consumer Services Unit, 2nd floor, 246 North High Street, Columbus, Ohio, 43215, 1-800-342-0553. Presentation of a complaint will not compromise your care under any circumstances.

Patient's Signature

Date

Witness Signature

Date