

# Ridgedale Surgery Center

## PATIENT RIGHTS

THE GOVERNING BODY OF RIDGEDALE SURGERY CENTER HAS ADOPTED THE FOLLOWING LIST OF 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. Considerate and respectful care.
3. 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 who will see him/her.
4. Receive information from his/her physician about his/her illness, course of treatment and prospects for recovery in terms that he/she can understand.
5. 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, medically significant risks involved in each, and the person who will carry out the procedure or treatment.
6. Actively participate in decisions regarding his medical care to the extent permitted by law; this includes the right to refuse treatment.
7. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
8. Confidential treatment of all communications and records pertaining to his/her care and stay in the RSC. His written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
9. Inspect and copy your records, amend erroneous information, request certain restrictions on the use and disclosure of your information; file written complaints and receive a copy of the Ridgedale Surgery Center's privacy policies.
10. Reasonable responses to any reasonable requests he/she may make for service.
11. Leave the Ridgedale Surgery Center, even against the advice of his/her physicians.
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 his/her continuing health care requirements following discharge from the RSC.
14. Examine and receive an explanation of the bill regardless of source of payment.
15. Know which RSC rules and policies apply to his conduct as a patient.
16. Have all patients rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
17. Submit, either verbally or in writing any grievances to management and have them investigated and responded to.

Complaints may be lodged with the following:

N.J. Department of Health and Senior Services  
Division of Health Facilities Evaluation and Licensing  
PO Box 367, Trenton, NJ 08625-0367  
Complaint Hotline: 1-800-792-9770  
<http://www.state.nj.us/health/healthfacilities>

Office of the Medicare Beneficiary Ombudsman  
<http://www.medicare.gov/Ombudsman/activities.asp>

## Patient and Family Responsibilities

Patient and family members are responsible for:

- providing accurate and complete information to the facility
- following instructions
- following the plan of patient care pre and post operatively
- Showing consideration toward other patients and staff
- Respecting the property of others and of the organization
- adhering to the facility rules and regulations
- providing feedback to the facility via the Patient Satisfaction Survey or any other means