



# Surgery Center of Dayton

## *Patient Bill of Rights and Responsibilities*

*Our goal for patients' rights information is to promote a mutual understanding between provider and patients that support care and recovery.*

### ***Patients' Rights include:***

- ❖ *The right to impartial access to treatment, regardless of race, religion, sex, sexual orientation, ethnicity, age or handicap*
- ❖ *The right to exercise his or her rights while receiving care or treatment in the hospital without coercion, discrimination or retaliation*
- ❖ *The right to a surrogate (parent, legal guardian, person with medical power of attorney) exercise the patient's rights when the patient is incapable of doing so, without coercion, discrimination or retaliation*
- ❖ *Informed of the right to have pain treated as effectively as possible*
- ❖ *The patient's family has the right of informed consent of donation of organs and tissue.*
- ❖ *The right to be informed of his or her visitation rights, including any clinical restriction or limitation on such rights*
- ❖ *The right to be informed subject to his or her consent to receive the visitors whom he or she designates, including, but not limited to, a spouse, domestic partner (including a same sex partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time*
- ❖ *The right to not be restricted, limited, or otherwise denied visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability*
- ❖ *The right to be ensured that all visitors enjoy full and equal visitation privileges consistent with patients' preferences*
- ❖ *The right to participate in the development and implementation of his or her plan of care*
- ❖ *The patient or his or her representative has the right to make informed decisions regarding his or her care, be informed of his or her health status, and be involved in care planning and treatment*
- ❖ *The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives*
- ❖ *The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital*

- ❖ *The right to designate an individual who advocates on their behalf in a congregate care setting*
- ❖ *The right to personal privacy*
- ❖ *The right to receive care in a safe setting*
- ❖ *The right to be free from all forms of abuse or harassment*
- ❖ *The right to the confidentiality of his or her clinical records*
- ❖ *The right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its recordkeeping system permits*
- ❖ *The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his or her access to services*
- ❖ *The right to know the professional status of any person providing his or her care and services*
- ❖ *The right to know the reasons for any proposed change in the Professional Staff responsible for his or her care*
- ❖ *The right to know the reasons for his or her transfer either within or outside the hospital*
- ❖ *The relationship(s) of the hospital to other persons or organizations participating in the provision of his or her care*
- ❖ *The right to access to the cost, itemized when possible, of services rendered within a reasonable period of time*
- ❖ *The right to be informed of the source of the hospital's reimbursement for his or her services, and of any limitations which may be placed upon his or her care*
- ❖ *The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff*
- ❖ *If adjudged incompetent under applicable state laws by a court of proper jurisdiction, policy indicates the rights of the patient are exercised by the person appointed under state law to act on the patients' behalf.*
- ❖ *The right to file a grievance and/or complaint*
  - *If you have concerns about the care you received at this facility, call the Chief Administrative Officer at 937-741-1111 Ext. 116*
  - *If you have a complaint against the facility or practitioner call the Ohio State Department of Health at 1-800-342-0553*
  - *If you are a Medicare recipient and have a complaint against the facility or health care professional, you may contact the Office of the Medicare Beneficiary Ombudsman by calling 1-800-MEDICARE or by emailing [www.medicare.gov](http://www.medicare.gov)*

### ***Patients' Responsibilities:***

- ❖ *Giving complete and honest information*
- ❖ *The patient and his/ her family is responsible for reporting perceived risks in his/ her care, as well as any unexpected change in his/ her condition*
- ❖ *Providing feedback about service needs and expectations*
- ❖ *Following care, service, or treatment plan instructions, for asking any questions, and for accepting consequences of not following the plan of care*
- ❖ *The patient and his/ her family is responsible for following hospital rules and regulations concerning patient care and conduct*
- ❖ *Providing the hospital with a copy of the patient's Advance Directive, and for informing the surrogate decision maker, and family as appropriate, of health care wishes*
- ❖ *Understanding their health problems*
- ❖ *Being reasonable in making requests for care and assistance*
- ❖ *Being considerate of others*
- ❖ *Keeping appointments*
- ❖ *Settling hospital bills promptly*

### **GRIEVANCES**

We strive to provide you with the highest quality of patient care. However, if you wish to communicate a concern regarding the quality of your care or premature discharge, you may file a verbal or written grievance with Surgery Center of Dayton's Administrative Officer.

*Surgery Center of Dayton Attn: Administrative Officer*

*1 Elizabeth Place. Dayton, OH 45417*

*(937)741-1111*

You may also file a verbal or written complaint with our accreditation agency, Accreditation Association for Ambulatory Health Care (AAAHC) and/or Centers for Medicare & Medicaid (CMS).



3 Parkway North, Suite 201 Deerfield, IL 60015  
847.853.6060 [info@aaahc.org](mailto:info@aaahc.org)

800-MEDICARE (800-633-4227)  
Medicare.gov