

PATIENT RIGHTS

The patient has the *right* to:

1. Compassionate and respectful care.
2. Treatment without regard to race, sex, national origin, or cultural, economic, or educational background, or the source of payment for his/her care.
3. Know the identity of the nurses, physicians and others involved in his/her care.
4. Receive information from his/her prospects for recovery in terms he/she can understand. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
5. Receive the necessary information about any proposed treatment or procedure in order to give informed consent or to refuse his/her course of treatment. Except in emergencies, his/her information shall include a description of the procedures or treatment, the medically significant risks involved in his/her treatment, an alternate course of treatment or non-treatment, and the risks involved in each and the name of the person who would carry out the treatment or procedure.
6. Participate actively in decision regarding his/her medical care. To the extent it is permitted by law, the rights to refuse treatment.
7. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. Confidential treatment of all communications and records pertaining to his/her care. His/her written permission shall be obtained before his/her medical records are made available to anyone concerned with his/her care.
8. Reasonable continuity of care and to know in advance the time and location of appointments as well as the practitioner providing the care. Be informed by his/her surgeon or designee or his/her continuing health care requirements.
9. Consent to or refuse participation in experimental treatment/research.
10. Be advised that the surgeon/physician may have a financial interest in this facility and the patient has the right to seek treatment elsewhere.
11. Examine and receive an explanation of his/her bill regardless of the source of payment.
12. Have all patients' rights explained to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient.
13. Be advised that it is the Center's Policy to not honor Advance Directives.
14. Care in a safe environment, free from abuse, neglect or harassment.
15. Express any grievances or suggestions verbally or in writing.

PATIENT RESPONSIBILITIES

The patient has the *responsibility* to:

1. Providing to the best of his/her knowledge, accurate and complete information about his/her health, present complaints, past illnesses, hospitalizations, and medications (including over-the-counter products and dietary supplements), any allergies or sensitivities, and other matters relating to his/her health. Patients and their families must report perceived risks in their care and unexpected changes in their condition.
2. Providing a responsible adult to transport the patient home from the facility and remain with him/her for 24 hours, unless specifically exempted from this responsibility by his/her provider.
3. Accepting personal financial responsibility for any, and all charges not covered by his/her insurance.
4. Following the treatment plan recommended by his/her health care provider.
5. Be respectful of all health care providers and staff, as well as other patients.
6. Providing a copy of information that you desire us to know about a durable power of attorney, health care surrogate, or other advanced directive.
7. His/her actions if he/she refuses treatment or does not follow the health care provider's instructions.
8. Reporting unexpected changes in his/her condition to the health care provider.
9. Reporting to his/her health care provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
10. Notify the center in the event of an adverse outcome and attempt to resolve the matter with center administration.
11. Keeping his/her appointments.

COMPLAINTS

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the Administrative Director, Vera Schmidt at the surgery center.

Or, you can call 847-385-0700.

We want to provide you with excellent service, including answering your questions and responding to your concerns.

You may also choose to contact the licensing agency of the state: Illinois Department of Public Health
525 West Jefferson St., 4th Floor
Springfield, IL 62761

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800-MEDICARE (1-800-633-4227) or online at <https://www.medicare.gov/providers-services/claims-appeals-complaints>. The role of the Medicare beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help you need to understand your Medicare options and to apply your Medicare rights and protections.