

Surgery Center of Lynchburg
2401 Atherholt Rd Lynchburg Va 24501
(434)947-7700

PATIENT RIGHTS AND RESPONSIBILITIES

RIGHTS OF THE PATIENT:

- Every patient has the right to courtesy, respect, dignity, personal privacy, (including at check in, evaluation, and treatment areas) consideration, responsiveness, and timely attention to his/her needs regardless of age, race, sex, , national origin, religion, cultural, physical handicap, or personal value and beliefs. This will be without any form of abuse or harassment in a safe setting.
- Every patient has the right to confidentiality. 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 regarding treatment of care that is (or fails to be) provided.
- 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. Language services, sign language, and visual assistance is offered as needed. Clear, understandable communication is offered.
- 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/experimental projects and to refuse participation without compromise to their usual care.
- Every patient has the right to appropriate treatment and care to include the assessment/managements 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 health care.
- Every patient has the right to all resuscitative measures; therefore, we will attempt to resuscitate a patient and transfer that patient to a hospital in the event of deterioration.
- 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 State law to act on the patient's behalf.
- If not adjudged incompetent under State law, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.
- Patients have the right to request the credentials of all providers caring for them.

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 to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directive, medications (including over the counter products and dietary supplements), and other pertinent data.
- 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 rendered are paid in a timely manner.
- Patients are responsible to sign 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 the disposition of their valuables, as the Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of the Surgery Center. Patients are to observe safety and no smoking regulations.
- Patients have the responsibility to have a capable adult to drive them at time of discharge and remain with them according to physician discharge instructions unless the physician releases them from this responsibility.

ADVANCE DIRECTIVES

- In the State of Virginia, each person has the primary right to request or refuse medical treatment subject to the state's interest in protecting innocent third parties and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf.
- Surgery Center of Lynchburg provides full resuscitative services for all patients requiring emergency lifesaving/support measures. All patients are asked if they have an advance directive, which is placed in their medical record if provided. All patients are also informed that the resuscitative efforts and transfer will occur in the event of deterioration at Surgery Center of Lynchburg. As elective surgeries would only expect a positive outcome, unexpected outcomes will be handled via transfer. We will inform the transfer hospital of your Advance Directive status.
- If you wish to complete an Advance Directive, copies of official state forms are available at Surgery Center of Lynchburg

PATIENT COMPLAINT OR GRIEVANCE:

To report a complaint or grievance you may contact the facility Administrator at (434) 947-7700 or by mail at the address listed at the top of this page. The Administrator will investigate within seven days after the receipt of such grievance and make every effort to resolve the grievance to the patient's satisfaction. You will receive a written response within thirty days. Additional contact information is listed below for state and federal programs:

- Virginia Department of Health Professions
Enforcement Division
Perimeter Center
9960 Mayland Drive, Suite 300
Henrico, VA 23233-1463
- Email: enfcomplaints@dhp.virginia.gov

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman online at:
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> Telephone: 800.633.4227