

PATIENTS' RIGHTS AND RESPONSIBILITIES:

In keeping with Crescent View Surgery Center's mission, guiding values, and commitment to the delivery of quality healthcare, the facility recognizes, protects and promotes the following rights for each patient, as appropriate, the patient's legally authorized representative.

As a Patient, you have the Right to:

1. Be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy.
2. Exercise your rights without being subjected to discrimination or reprisal.
3. To be free from all forms of abuse or harassment.
4. Receive medically appropriate care regardless of age, race, creed, sex, or national origin, religion, physical handicap, or source of payment.
5. Be informed about and participate in the development and implementation of your plan of care.
 - a. Obtain from your physician complete and current information concerning diagnosis, treatment, and prognosis in terms that you can reasonably understand. You have the right to change providers, if other qualified providers are available.
 - b. Obtain from physicians and other providers relevant, current, and understandable information concerning your diagnosis, treatment decisions, and to give informed consent before the start of any procedure and/or treatment.
 - c. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of the actions. You may also refuse to participate in clinical training or research programs.
 - d. Know the name and the professional status of individuals providing care, as well as the person(s) responsible for coordinating the care. You have the right to ask and be informed of the existence of business relationships among the facility and any other healthcare provider or practitioner when it relates to the patients care.
 - e. To reasonable continuity of care and to be informed of the continuing health care requirements. You are entitled to other appropriate care and services that the facility provides or may elect to transfer to another facility when medically appropriate.
6. Have a family member or representative and physician of your choice notified promptly of your admission to the facility.
7. Representation by a guardian or legally authorized person who can exercise all rights on behalf of the patient.
8. Effective communication. Interpretation services and alternative means of communication are available for those who speak a language other than English and those who are deaf or blind.
9. Security and personal privacy:
 - a. Expect that all communications and records pertaining to your case will be treated as confidential.
 - b. Privacy with regard to written and telephone communications, visits with family of friends and meetings with outside groups.
10. Receive, upon request, a reasonable estimate of charges for medical care and an explanation of the bill regardless of the source of payment.
11. Appropriate assessment and management of pain.
12. Voice grievances without fear of discrimination or reprisal. Concerns or complaints may be reported to the nurse, who will resolve the problem and report to the administrator. If a grievance is not resolved satisfactorily through internal processes you, your family, or representative have the right to contact the Department of Health and Hospitals:

Program Manager, ASCs and Hospitals
Department of Health and Hospitals
P. O. Box 3767
Baton Rouge, La. 70821
Phone: 225-342-9348

and the Office of the Medicare Ombudsman at : <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html> . Once you are at this Medicare webpage choose Ombudsman from the left column. CVSC is accredited by AAAHC, and this organization can be contacted at (847) 853-6060.

13. Access to protective services, which are independent of the facility, and are available by contacting the Director of Nursing, Stephanie Danielson (504) 609-2337.
14. Discuss any issues or concerns, including ethical dilemmas, with your doctor or the Nurse Administrator.
15. Access Protective Services. Facility personnel or a social service designee will provide phone numbers and names of appropriate agencies.
16. The confidentiality of your medical records.
17. To know how your medical records are used or released, to review your records, and to amend them, if appropriate.
18. To formulate an Advance Directive. If you would like a copy of an Advance Directive, one will be provided to you, (see below).
19. To be free from restraints of any form that are not medically necessary or are means of coercion, discipline, convenience, or retaliation by staff.