

## **Policy Title: Patient Rights Notification**

### **Policy Scope:**

The Center ensures that the patient or the patient's representative is informed of the patient's rights both verbally and in writing prior to the start of the surgical procedure. The Center protects and promotes the exercise of such rights.

### **Purpose:**

To ensure that communication is carried out with the patient or patient's representative regarding their rights as a patient.

### **Procedure:**

Provision is made to supply the patient or the patient's representative, with notification of the patient's rights both verbally and in writing in a language and manner that is understandable to the patient or the patient's representative.

A Patient Rights brochure is provided to the patient prior to the start of the procedure. This documentation contains the name address and phone number of persons to whom the patient can address their complaints, to include: the Center Manager, the State Regulatory Agency, and the Office of the Medicare Beneficiary Ombudsman.

Patient Rights are also reviewed verbally with the patient, with confirmation of understanding by the patient or patient representative.

A copy of the Notice of Rights is posted in a prominent location for review.

Patients' rights are applied without regard to age, race, sex, national origin, religion, culture, disability, economic status, or source of payment.

The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.

The patient has the right to personal privacy, receive care in a safe setting and to be free from all forms of abuse or harassment.

The patient has the right to confidentiality of medical records.

The patient has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed. The informed consent process is applied.

The Patient's Rights information includes information disclosing physician financial interests or ownership in the Center.

The Patient's Rights information contains information concerning its policies on advance directives and informs the patient, or the patient's representative or the patient's surrogate of their right to make informed decisions regarding the patient's care.

The Patient's Rights information contains information concerning its grievance procedure.

If a patient is adjudged incompetent under applicable State health and safety 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 a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law. Documentation must be on file designating the patient's legal representative.