

# BERGAN MERCY SURGERY CENTER- Patient Rights and Responsibilities

Effective health care requires collaboration between patients, physicians and other health care professionals. Bergan Mercy Surgery Center respects the rights and responsibilities of patients and their families receiving care in our facility.

## PATIENT RIGHTS

- + You have the right to facility services without discrimination and without reprisal based upon race, color, religion, sex, national origin or source of payment.
- + You have the right to respectful and safe care by competent personnel.
- + You have the right to and are encouraged to obtain from physicians and other caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis.
- + You have the right to know the identity of physicians, nurses, and others involved in your care.
- + You have the right to make informed decisions about the plan of care prior to and during the course of treatment.
- + You have the right to be informed of patient rights during the admission process.
- + You have the right to formulate advanced directives and have the facility comply with the directives unless the facility notifies you of the inability to do so.
- + You have the right to refuse care and treatment and be informed of the medical consequences of refusing such.
- + You have the right to change providers if other qualified providers are available.
- + You have the right to voice complaints and grievances without discrimination or reprisals and to have these complaints and grievances addressed.
- + You have the right to every consideration of privacy. Case discussion and treatment should be conducted so as to protect your privacy.
- + You have the right to expect that all communication and medical records pertaining to your care will be treated as confidential by the facility.
- + You have the right to access information contained in your medical record and to have the information explained or interpreted as necessary, except when restricted by law.
- + You have the right to expect that, within its capacity and policies, the facility will provide a reasonable response to the request of a patient for appropriate medical and legal concerns.
- + You have the right to be informed in advance about care and treatment and related risks.
- + You have the right to be free from abuse, neglect, exploitation, or harassment from staff, other patients or visitors.
- + You have the right to ask and be informed of the existence of business relationships between the facility, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
- + You have the right to be provided with complete information concerning the need for, benefits, and alternatives when a transfer is necessary.
- + You have the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when care is no longer appropriate. You also have the right to be advised of the absence of Malpractice Coverage.
- + You have the right to be represented by the person appointed under state law to act on your behalf if you are ever adjudged incompetent under applicable state laws or by a court of proper jurisdiction or if a state court has not judged you incompetent, any legal representation or surrogate designated by you in accordance with state law may exercise your rights to the extent allowed by state law.
- + You may bring concerns to the patient concern line at: (402) 398-6126.
- + You have the right to be informed of the facility's charges for services and available payment methods. If you need an explanation of charges please contact the Business Office at: 1-972-893-6528.

## PATIENT RESPONSIBILITIES

- + Honesty and thoroughness in completing a personal medical history.
- + The responsibility for being considerate of the rights of other patients and facility personnel.
- + The responsibility to follow treatment plan prescribe by provider and participate in care.
- + The responsibility to respect the policies and procedures of the Bergan Mercy Surgery Center.
- + The responsibility to have a responsible adult to transport you home with and will remain for 24 hours post procedure.
- + The responsibility for asking the medical provider questions to help insure proper communication.
- + The responsibility to provide the facility with a copy of any advanced directive instructions.
- + The responsibility to pay Bergan Mercy Surgery Center for medical expenses incurred/not covered by insurance.

## REVIEW OF CONCERNS

We encourage you to ask questions. Sometimes by simply asking for an explanation or clarification, your question can be answered. However, if there is a concern regarding your care you have two options:

- + You or your family may let the supervisor of the area know if you have concerns about your care.
- + If you are not comfortable talking to the supervisor, please telephone the patient concern line at (402) 398-6126, **OR**
- + You may place your concern in writing by sending a letter to the Administration of Bergan Mercy Surgery Center.

We also welcome your comments about your care at Bergan Mercy Surgery Center.

We take all your concerns seriously and we are continuously trying to improve the quality of care and ensure satisfaction of patients and their families.