

HIGH DESERT HEALTH SYSTEM AMBULATORY SURGICAL CENTER

SUBJECT: II-113 PATIENT RIGHTS AND RESPONSIBILITES	POLICY #: 1050
	VERSION: 1
APPROVED BY: ASC Approvers	
DATE APPROVED: 06/28/2016	

PURPOSE: To ensure that patient rights are respected and observed.

POLICY: The Ambulatory Surgical Center (ASC) shall comply with the State of California legal and regulatory mandates regarding patient rights when providing treatment.

PROCEDURE:

- A. Copies of the "Patient Rights," in English and Spanish, are posted in the ASC waiting are, Peri-Operative Holding Area, Post Anesthesia Care Unit in prominent areas.
- B. Patients are given a Patient Rights brochure prior to the day of surgery, in the Specialty Clinic and the Pre-Operative Clinic, or on the morning prior to surgery, in the Preoperative Holding Area.
- C. All ASC employees will receive orientation regarding patient rights and responsibilities, and will be informed that ASC patients have the rights to:
 1. Considerate and respectful care. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
 2. Have a family member (or other representative of your choosing) notified promptly if you are transferred to a hospital from the ambulatory surgery center.
 3. Know the name of your treating provider and the names and professional relationships of other physicians and non-physicians who will see you. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arises in the course of your care, including issues of conflict resolution, withholding resuscitative services.
 4. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to

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give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

5. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the health system even against the advice of physicians, up to the extent permitted by law.
6. Reasonable responses to any reasonable requests for service.
7. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medications, if you suffer from severe intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
8. Formulate advanced directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or becoming unable to communicate your wishes regarding care. Healthcare providers shall comply with these directives.
9. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
10. Confidential treatment of all communication and records pertaining to your care. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in treatment environments.

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11. Receive care in a safe setting, free from mental, physical, and sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.

12. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing care.

13. Be informed by the treating provider, or a delegate, of the continuing healthcare requirements and options. You have the right to be involved in the development and implementation of your after care plan. Upon request, a friend or family member maybe provided this information also.

14. Know which health system rules and policies apply to your conduct while a patient.

15. Examine and receive an explanation of the health system’s bill regardless of the source of payment.

16. Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, sexual orientation, educational background, economic status or the source of payment for care.

17. File a grievance. If you want to file a grievance with this health system, you may do so by contacting the Patient Relations Services.

18. File a complaint with the state Department of Public Health regardless of whether or not you use the health system’s grievance process. The state Department of health Service’s phone number is: 1-800 228-1019; or on line at www.cms.hhs.gov/center/ombudsman.asp

REFERENCES:

California Code of regulations, Title 22, Section 70707
 DHS Policy # 322, Patients’ Bill of Rights

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