

PATIENT RIGHTS

THE CENTER AND THE MEDICAL STAFF HAVE ADOPTED THE FOLLOWING LIST OF PATIENT RIGHTS. THE PATIENT SHALL HAVE THE RIGHT TO:

1. Exercise these rights and treat them without regard to gender, race, cultural, economic, educational or religious background and without fear of discrimination or reprisal regardless of the source of payment.
2. Considerate and respectful care with dignity, free from neglect, exploitation, verbal, mental, physical, and sexual abuse and/or harassment.
3. Knowledge of the name of the physician who has primary responsibility for coordinating his or her care and the names and professional relationships of other physicians who will see this patient.
4. Receive information from his or her physician about his or her illness, his or her course of treatment and his or her prospects for recovery in easy-to-understand terminology in the language or method of the patient's choosing.
5. Be fully informed about a treatment or procedure and the expected outcome before it is performed.
6. Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved and knowledge of the name of the person who will carry out the procedure or treatment.
7. Participate actively in decisions regarding his/her medical care to the extent permitted by law, including the right to refuse treatment.
8. Be informed of their right to change their provider if other qualified providers are available.
9. Be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated.
10. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to know the reason for the presence of any individual.
11. Confidential treatment of all communications and records pertaining to his/her care and stay in the Center. Written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
12. Reasonable responses to reasonable requests he/she may make for services.
13. The right to leave the Center even against the advice of his/her physicians.
14. Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
15. Be advised if the Center/personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in any such research projects.
16. Be informed by his/her physician or a delegate of his/her continuing health care requirements following his/her discharge from the center.
17. Examine and receive an explanation of the bill regardless of source of payment.
18. Know which Center rules and policies apply to the patient's conduct while a patient.
19. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
20. Designate visitors of his/her choosing, if the patient has decision-making capacity, whether or not the visitor is related by blood or marriage, unless: a) no visitors are allowed, b) The facility reasonably determines that the presence of a particular visitor would endanger the Center or safety of the patient, a member of the Center staff, or other visitor to the Center facility, or would significantly disrupt the operations of the Center, or c) The patient has indicated to the Center staff that the patient no longer wants this person to wait.
21. Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision-making capacity and to have the method of that consideration disclosed in the Center on visitation. At a minimum, the Center shall include any persons living in the household.
22. Have the right to receive information regarding the credentials/qualifications of physicians utilizing this facility.
23. Be informed (or have the patient's representative informed) that they have the right to make informed decisions regarding patient's care.
24. Have the rights of the patient exercised by the person appointed by the State to act on behalf of the patient if the patient is adjudged incompetent.
25. Have any legal representative designated by the patient in accordance with State law exercise the patient's rights to the extent allowed by law.
26. Voice grievances regarding treatment or care that is or fails to be furnished.

For Grievances about your medical care, you may contact:

Administration
Trinity Surgery Center
1610 Blossom Hill Rd #10
San Jose, CA 95124
(408) 620-1532

Accreditation Association for Ambulatory
Health Care
5250 Old Orchard Road, Suite 200
Skokie, IL 60077
(847) 853-6060

State of California
Department of Public Health
976 Lenzen Ave # 2
San Jose, CA 95126
(408) 792-5040

Medicare Beneficiary Ombudsman
1-800-MEDICARE
(1-800-633-4227)
www.medicare.gov/claims-and-appeal/s/medicare-rights/gethelp/ombudsman.html

PATIENT RESPONSIBILITIES

THE MEDICAL AND NURSING STAFF OF THIS FACILITY ARE COMMITTED TO PROVIDING QUALITY CARE. PATIENTS ARE PROVIDED WITH THIS LIST SO THAT THEY MAY PARTICIPATE IN THEIR CARE IN THE MOST EFFECTIVE MANNER:

1. The Center expects that a patient will provide accurate and complete information to the best of his/her ability about health, any medications, including over the counter products, herbal and dietary supplements, and any allergies or sensitivities in order for the patient to receive effective medical treatment.
2. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of them.
3. The Center expects that a patient will cooperate with all Center personnel and ask questions if directions and/or procedures are not clearly understood.
4. A patient is expected to be considerate of other patients and Center personnel and to observe the smoking policy of the Center. A patient is also expected to be respectful of the property of other persons and the property of the Center.
5. A patient is expected to help the physicians, nurses, and allied health personnel in their efforts to care for the patient by following their instructions and medical orders both at the Center and outside the Center (i.e. at their home).
6. It is understood that a patient assumes the financial responsibility of paying for all services rendered whether through third party payors or being personally responsible for payment for any services which are not covered by his/her insurance policies.
7. It is expected that the patient will not take any drugs which have not been prescribed by his/her attending physician and/or prescribed or administered by the Center staff and shall fully disclose any drugs and/or other substances which the patient may have ingested and which could affect the current course of treatment contemplated at the Center.
8. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
9. Patients shall inform staff of the Center, if they have an Advance Directive or Living Will in place.