



HARBORSIDE
SURGERY CENTER
240-493-6110

Patient's Rights & Responsibilities

Rights Of The Patient:

- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs regardless of age, race, sex, national origin, religion, cultural or physical handicap, personal value and beliefs.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his social religious and psychological well being.
- Every patient has the right to confidentiality. Has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility or as required by law or third party payment contract.
- Every patient has the right to express grievances or complaints without fear of reprisals.
- Every patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- Every patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and possible risks and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.
- Every patient has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care.
- Every patient has the right to appropriate treatment and care to include the assessment/managements of pain.
- Every patient has to right to understand facility charges. You have the right to an explanation of all facility charges related to your health care.
- Every patient has the right to all resuscitative measures; therefore we will not honor Advance Directives.

RESPONSIBILITIES OF THE PATIENT:

- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advance directive, medication and other pertinent data.
- Agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference or handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed.

- Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Surgery Center employees.
- Patients are responsible for keeping their procedure appointment, if they anticipate a delay or must cancel, they will notify the Surgery Center as soon as possible.
- Patients are responsible for the disposition of their valuables, as The Surgery Center does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of the Surgery Center.
- Patients are to observe safety and no smoking regulations.

PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance, you may contact the facility Administrator by phone at 240-493-6110 or by mail to our address.

Complaints and grievances may also be filed through the Maryland Department of Health & Mental Hygiene, Office of Health Care Quality, Bland Bryant Building, 55 Wade Avenue, Catonsville, Maryland 21228. Or by phone at 1-800-492-6005.

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman online at: www.cms.hhs.gov/center/ombudsman.asp

Advance Directives

- In the state of Maryland, each person has the primary right to request or refuse medical treatment subject to the state's interest in protecting innocent third parties and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf.
- Harborside Surgery Center does not honor advance directives. Health care providers at Harborside Surgery Center are bound to do all in their power to assure the safe recovery of every patient, including resuscitation if that becomes necessary. All adult patients are asked if they have an advance directive, which is placed in their medical record. Adult patients are also informed that an advance directive will not be honored while they are a patient at Harboside Surgery Center.
- If an adverse event occurs during your treatment at Harborside Surgery Center, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care Power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.
- If you wish to complete an Advance Directive, copies of official state forms are available at <http://www.oag.state.md.us/Healthpol/AdvanceDirectives.htm>

Disclosure of Ownership

Your physician has a financial interest in Harborside Surgery Center.