WATSON CLINIC
Surgery Center South

PATIENT RIGHTS AND RESPONSIBILITIES

Centers for Medicare and Medicaid Services (CMS)

The patient and the patient's representative or surrogate has the *right* to:

1. Be free from discrimination or reprisal.
2. Voice grievances regarding treatment or care that is (or fails to be) provided.
3. Be fully informed about a treatment or procedure and the expected outcome before it is performed.
4. Personal privacy
5. Respect, dignity and comfort.
6. Receive care in a safe setting.
7. Be free from all forms of abuse or harassment.
8. Receive information about their privacy rights and how their information can be stored.
9. Privacy and confidentiality of medical record information.
10. Make informed decisions regarding care.
11. Formulate an Advance Directive.
12. Delegate his/her right to make informed decisions to another person.
13. Know if your physician has a financial interest or ownership in the center.
14. File a grievance.

If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person under State law to act on the patient's behalf.

If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by the State law.

Accreditation Association for Ambulatory Heath Care (AAAHC)

The Patient and the patient's representative or surrogate has the *right* to:

1. Be treated with respect, consideration and dignity.
2. Patients are treated in a manner respectful of their personal, cultural and religious beliefs.
3. The patient has the right to be free from any acts of discrimination or reprisal.
4. The patient has the right to receive care in a safe setting.
5. The patient has the right to be free from all forms of abuse or harassment.
6. The patient has the right to personal privacy: at check-in and in evaluation and treatment areas.
7. When the need arises, reasonable attempts are made for healthcare professionals and other staff to communicate in the language or manner primarily used by patients.

8. Be provided to the degree known, information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
9. Be given the opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated for medical reasons.
10. Know services available at the facility.
11. Know provisions for after-hours and emergency care.
12. Know fees for services
13. Know payment policies.
14. Formulate Advance Directives, as required by prevailing laws and regulations.
15. Know the credentials of healthcare professionals.
16. Know if there is an absence of malpractice insurance coverage.
17. Know how to voice grievances regarding treatment or care.
18. Know methods of providing feedback, including complaints.
19. Be informed of the right to change providers if other qualified providers are available.
20. Prior to the start of the surgical procedure, provide the patient, or the patient's representative, or the patients surrogate with verbal and written notice of the patient's rights in a language and manner that ensure the patient, the representative, or the surrogate understand the patient's rights.
21. Provide in writing, if applicable a list of providers who have a financial interest or ownership of the ASC.

Accreditation Association for Ambulatory Health Care (AAAHC)
The patient or, as appropriate, the patient's representative is *responsible* for:

1. Telling your healthcare team about changes in your condition and asking questions when information is unclear.
2. Providing complete and accurate information the best of his/her ability about his/her health, any medications taken, including over- the-counter products and dietary supplements, and any allergies and sensitivities.
3. Following the agreed treatment plan and preoperative and postoperative instructions, or discussing concerns and limitations with your healthcare team.
4. Providing information about advance directives and your designated healthcare decision-maker, if applicable.
5. Arranging for a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider and recovery if required by the center's policies and your provider.
6. Accepting personal financial responsibility for any charges not covered by insurance.
7. Behaving respectfully toward all the healthcare professionals and staff as well as other patients and following reasonable facility safety rules.

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Complaint/Grievance Process:

If you, your representative, or surrogate have a problem or complaint, please speak to the receptionist, nurse, physician, or your caregiver; we will address your concern(s). You may also contact:

The Watson Clinic Compliance Privacy Office
Phone: 863-680.-402
Mail: P.O. Box 95000, Lakeland, Florida, 33804-5000
Or
The Patient Advocate at 863.680.7269

If your concern cannot be immediately resolved, the facility will investigate the complaint or grievance and notify you, in writing of the outcome of the investigation.

If you are not satisfied with the response of the Ambulatory Surgery Center you may contact the State of Florida:

The Florida Agency for Health Care Administration (AHCA
Florida Agency for Health Care Administration (AHCA)
Health Care Facility Complaint Hotline: 1-888-419-3456
Florida Relay Service: 1-800-955-8771

You may also contact AAAHC via:

Mail: Accreditation Association for Ambulatory Health Care, Inc.
5250 Old Orchard Road, Suite 200
Skokie, IL, 60077
Phone: 1-847-853-6060

Note: Role of the Medicare Ombudsman is to ensure that Medicare Beneficiaries receive the information and help them need to understand their Medicare options and apply their Medicare rights and protections.
All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman.
Medicare Beneficiary Ombudsman
Phone: 1-800-MEDICARE (1-800-633-4227)
Website: https//www.medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections