



Patient rights

– As a patient, you or your representative have the right to –

1. Considerate, respectful care at all times and under all circumstances with recognition of your personal dignity.
2. Complete and current information, to the degree known, regarding your health status in terms you can understand.
3. Confidentiality of records, patient disclosures and communications. Except as required by law, you have the right to approve or refuse their release.
4. Participate in decisions involving your health care, except when such participation is contraindicated for medical reasons.
5. Make decisions about your medical care, including the right to accept or refuse medical or surgical treatment and the right to leave the facility even against the advice of your physician. A release of liability form is to be signed by the patient and witnessed by a staff member of the facility.
6. Receive discharge instructions (verbally and written) following any and all treatment, surgery, and procedure prior to leaving the facility, and the continuing healthcare requirements following your discharge from the facility.
7. Receive instructions for after hours and emergency care after discharge from the facility should it become necessary.
8. Receive a second opinion, choose or change your healthcare provider.
9. Receive Advance Directive and Durable Power of Attorney information and the center's policy regarding advance directives.
10. Impartial access to treatment regardless of race, color, sex, national origin, religion, handicap or disability in compliance with all federal and state rules, regulations and policies to promote a non-discriminatory environment for all of our surgical guests.
11. Receive an itemized bill and information concerning fees for all services, and be informed of the payment policies of the center.
12. Know the identity, credentials and professional status of your Providers.
13. Access to your medical records.
14. Report any comments concerning the quality of services provided to you during the time spent at the facility and receive fair follow-up on your comments.
15. Be free from all forms of abuse or harassment.
16. Exercise his/her rights without being subjected to discrimination or reprisal.
17. Be fully informed about a treatment or procedure and the expected outcome before it is performed.
18. You may contact AAAHC with complaints about patient treatment: 847.853.6060, or file online at <https://form.jotform.com/223076045383050>
19. You may contact Medicare with complaints about patient treatment: 800-633-4227 or Livanta, LLC (QIO) 877-588-1123. Or online at <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>

– As a Patient, you are responsible for –

1. Providing, to the best of your knowledge, accurate and complete information about your present health status, past medical history, any medications, including over-the-counter products, dietary supplements, any allergies or sensitivities and patients must report any unexpected changes to the appropriate practitioner(s).
2. Following the treatment plan recommended by the primary practitioner involved in your care, including the instruction of nurses and other health professional as they carry out the physician's orders.
3. Providing an adult to transport you home after surgery and an adult to be responsible for you at home for the first 24 hours after surgery.
4. Indicating whether you clearly understand a contemplated course of action and what is expected of you.
5. Your actions if you refuse treatment, leave the facility against the advice of the practitioner, and/or do not follow the practitioner's instructions relating to your case.
6. Assuring that the financial obligations of your health care are fulfilled as expediently as possible by providing accurate insurance and/or credit information.
7. Providing information about and/or copies of any living will, power of attorney or other directives that you desire us to know about.
8. Be considerate of the rights of other patients and facility personnel, and respectful of your personal property and that of other persons in the facility.
9. Follow the facility policies and procedures affecting patient care and conduct.