

## **Patient Rights & Responsibilities**

7920 West Jefferson Blvd., Suite 210 Fort Wayne, IN 46804 260.434.2022

*Southwest Surgical Suites' Patient Rights specifically applies to those patients admitted to the facility and is in accordance with the federal and state regulations. Your healthcare is our primary focus and the provision of your healthcare requires a cooperative effort by the facility staff and you, the patient. It is important for you to be informed of and understand what you may expect and what is expected of you - In other words, your rights and responsibilities.*

### **PATIENT RIGHTS**

*Southwest Surgical Suites respects the rights of patients:*

- You have the right to receive treatment, care, and services within the capability and mission of the facility and in compliance with law and regulation. In the event that your needs cannot be met, you will be notified and alternatives to care will be presented at that time.
- You have the right to have your cultural, psychosocial, spiritual, personal values, beliefs, and preferences respected.
- You have the right to be treated with consideration, respect and full recognition of your dignity and individuality.

*Southwest Surgical Suites provides information on rights to each patient:*

- You shall receive information about the facilities patient rights policy.
- You have the right to access, request amendment to, and receive an accounting of disclosures regarding your health information as permitted under applicable law.

*Southwest Surgical Suites supports and facilitates patient involvement in decisions about care, treatment, and services provided:*

- You have the right to be involved in decisions about your care, treatment, and services, including resolving dilemmas about your care, treatment, and services.
- Your surrogate decision-maker, as allowed by law, will be identified when you cannot make decisions about your care, treatment, and services. This legally responsible representative will approve care, treatment and service decisions on your behalf.
- Your family, as appropriate and as allowed by law, with your permission or the permission of your surrogate decision maker, has the right to be involved in care, treatment, and service decisions.

*Southwest Surgical Suites supports your right to make informed decisions and give informed consent which*

*includes the following information:*

- Proposed care, treatment, services, medication, interventions, or procedures.
- Potential benefits, risks, or side effects, including potential problems related to recuperation.
- Likelihood of achieving care and treatment.
- Reasonable alternatives to the proposed care and treatment.
- Relevant risks, benefits, and side effects related to alternatives, including the possible results of not receiving care and treatment,
- Limitations on the confidentiality of information learned from or about the patient.

*Southwest Surgical Suites supports your right to consent to or refuse recording or filming made for purposes other than your identification, diagnosis, or treatment.*

*Southwest Surgical Suites supports your right to the receipt of information about the person(s) responsible for the delivery of your care, treatment, and services including:*

- Name of your physician or other practitioner primarily responsible for providing your care, treatment and services.
- Name of your physician or other practitioner who will perform your care, treatment and services..

*Southwest Surgical Suites supports your right to refuse care, treatment, and services in accordance with law and regulation.*

- When you are not legally responsible, your surrogate decision maker, as allowed by law, has the right to refuse care, treatment, and services on your behalf.

*Southwest Surgical Suites supports your right to address end-of-life decisions:*

- You have the right to review and revise your advanced directives. If you do not have an advance directive, information regarding advance directives will be made available to you.
- The facility will honor your advanced directives within the limits of the law and the facility's capabilities.

*Southwest Surgical Suites supports your rights to and the rights of your family or surrogate decision maker to be informed about your treatments, services, and outcomes of care including unanticipated outcomes. Your responsible physician or his/her designee will inform you of these items.*

*Southwest Surgical Suites supports your right to the need for effective communication:*

- Written information provided will be appropriate to your age and understanding.
- Southwest Surgical Suites provides interpretation, including translation services, as needed.

*Southwest Surgical Suites supports and facilitates the resolution of complaints from patients and their families:*

- You have the right to the facilities' complaint response and resolution process.
- If you have questions or comments regarding this process, please contact the Director of Surgical Services at (260) 434-2022.
- You have the right to file a complaint with the state authority.
- You have the right to freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, and treatment.

*Southwest Surgical Suites will respect your right for confidentiality, privacy, and security:*

- The facility will protect the confidentiality of your patient information.
- The facility will respect your privacy.
- The facility provides access to space and telephones for private conversations.
- The facility will make every effort to provide a safe and secure environment for you and your visitors throughout your stay.
- The facility respects your right to access information contained in your clinical record within a reasonable time frame.

*Southwest Surgical Suites will provide you an environment that preserves your dignity and contributes to a positive self-image:*

- You have the right to keep and use personal possession, unless they infringe upon the rights of others or are medically or therapeutically contraindicated.

*Southwest Surgical Suites supports your right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation:*

- The facility will, to the best of its ability, protect you from real or perceived abuse, neglect, or exploitation from anyone, including staff, students, volunteers, other patients, visitors, or family members.
- You shall be free from unnecessary restraint, interference, coercion, discrimination, or threat of reprisal by the facility.
- All allegations, observations, or suspected cases of abuse, neglect, or exploitation that occur in the facility will be investigated.

*You have the right to have your pain managed:*

- The facility plans, supports, and coordinates activities and resources to ensure that pain is recognized and addressed appropriately in accordance with the care and treatment, provided, including:
  - Pain assessment.
  - Education of all relevant providers regarding pain assessment and management.

- Education for you and your family members, when appropriate, about your roles in managing pain and the potential limitations and side effects of pain treatments.

*Southwest Surgical Suites protects research subjects and their rights during research, investigation, and clinical trials involving human subjects:*

- The facility reviews all research protocols in relation to its mission, values, and other guidelines and weighs the relative risks and benefits to the research subjects.
- The facility utilizes, when appropriate, investigative review boards to review all research protocols.
- You have the right to participate or refuse to participate in research.
- The facility provides adequate information regarding the research, investigation, and clinical trial.
- Your refusal to participate or discontinue participation at any time will not compromise your access to care, treatment, and services.
- You will be told the extent to which your personally identifiable private information will be held in confidence.
- If a research-related injury occurs, the principal investigator will attempt to address any harmful consequences you may have experienced as a result of research procedures.

### **PATIENT RESPONSIBILITIES**

- You have the responsibility for providing, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, past hospitalizations, medications, and other matters relating to your health.
- You have the responsibility to report perceived risks in your care and unexpected changes in your condition.
- You have the responsibility to provide to the facility information about service needs and expectations.
- You and your family, as appropriate, have the responsibility to ask questions when you do not understand your care and treatment or what you or your caregivers are expected to do.
- You and your families have the responsibility to follow the care, treatment, and plans developed.
- You should express any concerns about your ability to follow the proposed care plan or course of care and treatment. The facility will make every effort to adapt the plan to your specific needs and limitations.
- When such adaptations to your care and treatment are not recommended, you and your family will be informed of the consequences of the care, treatment, and alternatives and not following the proposed course.
- You and your family are responsible for the outcomes if you do not follow the care and treatment plan.
- You and your family are responsible to follow the facility's rules and regulations.
- You and your family are responsible to be considerate of the facility's staff and property, as well as other

patients and their property.

- You are responsible for assisting your physician and the facility staff in facilitating a safe environment.
- Please notify your physician or any staff member of any event that you observe that you feel is unsafe.
- You and your family are responsible to promptly meet any financial obligation agreed to with the facility.

## CONTACT INFORMATION

Administrator: (260) 434-2022

United States Office of Civil Rights:

Department of Health and Human Services,

330 Independence Avenue, SW, Washington, DC 20201

Indiana Department of Health: 1-800 246-8909 or 317-233-7241 (complaint report line voicemail) (317) 633-8442 Division of Long Term Care, 2 North Meridian Street, 4B, Indianapolis, IN 46204 Or email complaints to [complaints@isdh.in.gov](mailto:complaints@isdh.in.gov).

Office of the Medicare Beneficiary Ombudsman <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

