



St. Charles Surgery Center
PATIENT RIGHTS & RESPONSIBILITIES

PATIENTS RIGHTS

- Be treated with respect, consideration and dignity.
- To be free from all forms of abuse or harassment.
- To be fully informed about a treatment or procedure and the expected outcome before the procedure is performed.
- The organization respects the patient's right to receive care in a safe setting.
- To be provided appropriate privacy.
- Appropriate information regarding the absence of malpractice insurance coverage.
- The organization respects the patient's right to refuse care, treatment, or services in accordance with law and regulation. The patient will be informed of the medical consequences of such refusal. The patient accepts responsibility for his or her actions including refusal of treatment or not following the instructions of the physician or facility.
- Disclosures and medical records are treated confidentially, and patients are given the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or a legally authorized person.
- Patients are informed of their right to change their provider if other qualified providers are available.
- Patients are given the opportunity to participate in decisions involving their healthcare, treatment, or services, except when such participation is contraindicated for medical reasons.
- The center involves the patient's family in care, treatment, pain management, or service decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- The center provides the patient, or surrogate decision-maker, with the information about the outcomes of care, treatment, or services that the patient needs in order to participate in current and future health care decisions.
- The center informs the patient, or surrogate decision-maker, about unanticipated outcomes of care, treatment.
- Patients are informed about procedures for expressing suggestions, complaints, and grievances, including those required by state and federal regulations.
- The patient has the right to exercise his or her rights without being subject to coercion, discrimination, reprisal, or interruption of care that could adversely affect the patient.
- The patient has the right to information in a manner tailored to the patient's age, language, and ability to understand.
- Be informed as to the facility's policy regarding advance directives/living wills.
- Patients will have an assessment and regular assessment of pain.
- The patient has the right to be provided with an interpreter and translation services, as necessary.
- To consent or decline to take part in research affecting your care.

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

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



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PATIENT RESPONSIBILITIES

Prior to receiving care, patients are informed of their responsibilities. These responsibilities require the patient to:

- Providing Information. Patients should provide complete and accurate information to the best of his/her ability about his/her present complaints, past illnesses, hospitalizations, medications, or any other matters related to their health.
- Sharing expectations. Patient should provide the organization with information about their expectations of and satisfaction with the organization.
- Asking Questions. Patient should ask questions when they do not understand their care, treatment or services or what they are expected to do.
- Following Instructions. Patients should follow their plan of care, treatment, or services. They should also express any concerns about their ability to follow the purposed plan or care, treatment or services.
- Accepting consequences. Patients should accept their share of responsibility for the outcomes of care, treatment, or services if they do not follow the care, treatment or services plan.
- Following policies and procedures. Patients should follow the organizations policies and procedures.
- Showing respect and consideration. Patients should be considerate of the organizations staff and property, as well as other patients and their property.
- Meeting financial commitments. Patients should meet any financial obligation agreed to with the organization.

ADVANCE DIRECTIVE NOTIFICATION

All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize other to make decision on their behalf based on the patient's expressed wishes when the patient is unable to make decision or communicate decisions for themselves. St Charles Surgery Center respects those rights.

Because of the elective nature of your procedure St. Charles Surgery Center does NOT honor Advance Directives. If you have an advanced directive, we will place that in your chart. In the event of an emergency we will act to employ all life saving measures while you are under our care and arrangements will be made for your transfer to a hospital that will follow your Advance Directive/Living Will.

If you wish to discuss Advance Directives, you may contact your healthcare provider or you can obtain more information about Advance Directives from The Missouri Bar by clicking the following link:

<http://www.mobar.org/publications/dpa/>

You may also download the forms from our website.

DISCLOSURE OF OWNERSHIP

The following physicians have ownership interest in St Charles Surgery Center:

Joseph A. Clever, MD

Victor G. Clever, MD

Joseph P. Gira, MD

Steven F. Lee, MD

Gregory A. Hill, MD

Navin H. Tekwani, MD

Ranjan P. Malhotra, MD



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PATIENT COMPLAINT OR GRIEVANCE PROCEDURE

To report a complaint or grievance you can contact the facility Administrator by phone at (636) 757-1970 or by mail at:

Tabitha Vaughn, RN, Administrator/Clinical Director
3501 Harry S Truman Blvd
St Charles, MO 63301
tvaughn@stcharlessurgerycenter.com

OR

Missouri Department of Health & Senior Services
P.O. Box 570, Jefferson City, MO 65102-0570
Phone: (573)-751-6400 Fax: (573)-751-6010

The Joint Commission, Washington DC Office
601 13th Street NW Suite 500 South
Washington, DC 20005
www.jointcommission.org

OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Visit the web site listed above or call 1-800-MEDICARE (1-800-633-4227) for more information, to ask questions, and to submit complaints about Medicare to the Office of the Medicare Ombudsman. TTY users should call 1-877486-2048.