



Saratoga Surgical Center Patient Rights and Responsibilities

In recognition of our responsibility in rendering patient care, these rights and responsibilities are affirmed in the policies and procedures of Saratoga Surgical Center.

The patient has the right to:

- Be treated with consideration and respect, with appreciation of his or her individual dignity and with protection of his or her need for privacy while receiving care in a safe setting.
- Be free from all forms of abuse and harassment.
- Be informed of his/her right to change their provider if other qualified providers are available.
- Be accurately notified of the accreditation status of Saratoga Surgical Center, reflecting AAAHC as the accrediting entity
- Know that any marketing or advertising regarding the competence and capabilities of the organization is not in any way misleading to the patient.
- Know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- Know what rules and regulations apply to his or her conduct.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Be free from any act of discrimination or reprisal such as, race, national origin, religion, physical handicap, or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Be provided, to the degree known, 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 to a legally authorized person.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- Know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of reasonably clear and understandable, itemized bill and, upon request, to have charges explained.
- Be advised prior to care in the event any facility providers do not have Malpractice insurance.
- Voice grievances regarding treatment or care that is (or fails to be) furnished.

A patient is responsible for providing the healthcare team with:

- To the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, dietary supplements, over-the-counter medications, allergies as well as reactions, and other matters relating to his or her health.
- A complete list of current medications including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Report of unexpected changes in his or her condition to the health care provider.
- Confirmation to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- Full participation with the treatment plan recommended by the health care provider.
- A responsible adult to transport him/her home from the facility and remain with him/her for twenty-four hours (24), if required by his/her provider.
- Punctuality at appointments and when he or she is unable to do so for any reason, notifying the health care facility.
- Accountability for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- Fulfillment of his or her financial obligations for health care provided by the facility as promptly as possible.
- Cooperation in following facility rules and regulations affecting patient care and conduct.
- Information regarding his/her living will, medical power of attorney, or other directive that could affect his/her care.
- Consideration and respect of the facility staff and property.
- Any concerns or questions regarding what to expect relative to pain, pain management and other options available.

Filing Complaints

If you have concerns about the care you received at this center,

Call the facility **Administrator at 361-452-5460.**

If you have a complaint against an ambulatory surgical center, or practitioner

call the **Texas Department of State Health Services**

Complaint Hotline at 1-888-973-0022 or

Health Facility Compliance Group, Manager

Post Office Box 149347

Austin, TX 78714-9347

If you are a Medicare recipient and have a complaint against a health care professional or facility you may contact the Office of the Medicare Beneficiary Ombudsman by calling

1-800-MEDICARE

or

www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

Accreditation Association for Ambulatory Health care (AAHC)

847.853.6060

info@aaahc.org



Saratoga Surgical Center Patient Rights and Responsibilities

I have been presented with a copy of Saratoga Surgical Center's **Patient Rights and Responsibilities**, detailing me of my rights and responsibilities. I understand the contents of the Notice, and if I have any questions or concerns on any of the items listed above I will address it with the staff.

Signed: _____ Date: _____

If not signed by the patient, please indicate your relationship to the patient

Relationship: _____

Witnessed By: _____