

Statement of Patient Bill of Rights

In recognition of the responsibility of this facility in rendering of patient care, these rights are affirmed in the policies and procedures of the:

Birmingham Surgery Center

To be treated with respect, consideration and dignity.

To be provided with appropriate privacy.

To expect that all disclosures and records are to be treated confidentially, except when required by law, and to be given the opportunity to approve or refuse their release.

To be provided, to the degree known, complete information in a familiar language concerning their diagnosis, 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 to be a legally authorized person. 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.

To be given opportunity to participate in decisions involving their health care, except when participation is contraindicated for medical reasons.

To receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment, except in emergencies. Such information for informed consent should include the specific procedure and/or treatment, significant medical risks involved, and the probable duration of incapacitation. Where significant alternatives for medical care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information and the consequences of not complying with therapy. The patient has the right to know the name of the person responsible for the procedures and/or treatment.

To be informed, when appropriate, of treatment policy for a non-emancipated minor not accompanied by an adult.

To refuse treatment and be informed of consequences of refusing treatment or not complying with therapy.

To be fully informed before any transfer to another facility or organization.

To express those spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy for the patient.

To be informed as to:

- Expected conduct and responsibilities as a patient
- Services available from the facility
- Provisions for after-hours and emergency care
- Fees for services
- Payment policies
- Right to refuse participation in experimental research
- Methods for expressing grievances and suggestions to the facility
- Procedure for reporting public health concerns to the appropriate authorities
- To be informed of their rights to change primary or specialty physicians if other qualified physicians are available

To exercise the above listed rights without being subjected to discrimination or reprisal.

Patient Responsibilities:

To indicate when it is felt that privacy is being violated.

To indicate when it is felt that safety is being threatened.

To provide accurate health information on admission to the facility.

To file a grievance as needed.

To be considerate of other patients and personnel and to assist in the control of noise, smoking, and other distractions.

To respect the property of others and the facility.

To report whether he or she clearly understands the planned course of treatment and what is expected of him or her.

To keep appointments and, when unable to do so for any reason, notify the facility and physician.

To observe prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeit the right to care at the facility and be responsible for the outcome.

To promptly fulfill his or her financial obligations to the facility.

To make a suggestion, file a complaint or voice your opinion about the care you have received at Birmingham Surgery Center, please contact one of the individuals or agencies listed below.

Kathy Sands, RN, Administrator
2621 19th Street South
Birmingham, AL 35209
(205)271-8200

Alabama Department of Public Health
201 Monroe Street
Montgomery, AL 36104
1(800)356-9596

Regional IV Office of Civil Rights
US Dept of Health and Human Services
Atlanta Federal Center, Suite 3B70
61 Forsuth St. SW
Atlanta, GA 30303-8909
1(404)562-7886

Medicare Beneficiary Ombudsman at cms.hhs.gov/center/ombudsman

Medicare Beneficiary Ombudsman for Alabama, State Health Insurance Assistance Program 1(800) 243-5463

Medicare Claim Fraud – 1(800)633-4227

Identity Theft Hotline, Federal Trade Commission – 1(877)438-4338

Grievance Process at Birmingham Surgery Center

To promote quality patient care, these procedures have been established for documenting, reporting and responding to patient or visitor grievances about the quality of medical services or patient care.

Grievance Process:

- All allegations of patient or visitor grievances will be thoroughly documented and investigated.
- Patients or visitors reporting a grievance will be contacted by center staff within one to two business days regarding the investigation and actions taken. They will be contacted at least weekly thereafter until the grievance is resolved.
- Once the grievance is resolved, the patient or visitor will receive written documentation of the investigation and actions taken.

To make a comment, file a complaint or make a suggestion, please ask to see one of the individuals listed below.

Kathy Sands, Administrator

Martha Otts, Assistant Administrator

Advance Directives and Birmingham Surgery Center

Policy:

Patients will be informed of their rights to formulate an Advance Directive and that they are not required to have an Advance Directive in order to receive treatment at this facility.

“Do Not Resuscitate” orders are not honored at this facility and in the event of a life-threatening situation, advanced cardiac life support will be instituted in every instance and the patient will be transported to a higher level of care.

A healthcare power of attorney will be honored.

If a patient should provide his/her advance directive, a copy will be placed on the patient’s medical record and transferred with the patient should a hospital transfer be ordered by his/her physician.

At all times the patient or his/her representative will be able to obtain any information they need to give informed consent before any treatment or procedure.

For information and forms regarding Advance Directives, please visit the website below.

www.alaha.org/uploadedFiles/Resources/advdirective.pdf

**IF YOU HAVE AN ADVANCED DIRECTIVE,
PLEASE BRING A COPY SO THAT WE MAY
PLACE IT ON YOUR MEDICAL RECORD.**

**Birmingham Surgery Center
2621 19th Street South
Birmingham, AL 35209
205-271-8200**

I acknowledge that I (or my representative) have received prior to my surgery date verbal and written information regarding:

1. Patient Rights.
2. Grievance Process.
3. Advance Directives Policy for "Do Not Resuscitate".
4. Physician Ownership in the Center.

Patient/Representative Signature