

# MADISON TOWER SURGERY CENTER

## PATIENT RIGHTS AND RESPONSIBILITIES

This facility and medical staff have adopted the following list of patient rights and responsibilities. This list includes, but is not limited to:

### All Patients Have the Rights:

- To impartial treatment without regard to race, color, sex, national origin, religion, handicap or disability.
- To be treated with dignity and respect at all times and under all circumstances, free of abuse and neglect.
- To confidentiality, privacy, security, spiritual care, complaint resolution and communication. If communication restrictions are necessary for patient care and safety; the facility must document and explain the restrictions to the patient and family.
- To complain about your care and treatment without fear of retribution or denial of care.
- To access protective services.
- To the knowledge of the name and professional status of those caring for you.
- To receive information from the surgeons about your diagnosis, treatment plan and prognosis to the best of the physicians' knowledge so that you may agree to your care and to be informed and agree to your care.
- To active participation in decisions regarding your medical care to the extent permitted by law. This includes the right to refuse care and treatment and resolving problems with your care and treatment.
- To full consideration of privacy concerning your medical care program. Case discussion, examination and treatment are confidential and should be conducted discretely.
- To confidential treatment of all communications and records pertaining to care. Written permission shall be obtained before medical records can be made available to anyone not directly concerned with your care.
- To responsible responses to any reasonable request for service.
- To leave the facility even against medical advice.
- To expect reasonable continuity of care.
- To be advised if the physician proposes to engage in or perform experimentation affecting your care or treatment and the right to refuse to participate in this activity without hindering your access to care.
- To be informed of the continuing health care requirements following discharge from the center.
- To be informed of unanticipated outcomes by your surgeon before discharge from the center.
- To have family input in care decisions, in compliance with existing legal directives of the patient or existing court-issued legal orders.
- To examine and receive an explanation of a bill for service, regardless of source of payment.
- To report any grievances concerning the quality of care provided to you without fear of retribution or denial of care and expect timely follow-up on your comments within 7 days from this facility.
- To know what facility rules and regulations apply to you and your designated support person's conduct as a patient and a guest during all phases of treatment.

### All Patients Have the Responsibilities:

- To provide accurate and complete information concerning his/her present complaints, past medical history and other matters relating to their health.
- To make it known whether he/she clearly comprehends the course of treatment and what is expected of him/her.
- For following the treatment plan established by the physician, including the instructions of nurses and other health care professional as they carry out the physicians' orders.
- For keeping his/her appointment and notifying the facility if unable to do so,
- To provide a responsible adult to drive them home and stay with them 24 hours after surgery.
- For assuring that the financial obligations of their care is fulfilled as promptly as possible.
- For being considerate of the rights of other patients and facility personnel.

Our goal is to provide the best surgical experience possible while in our Ambulatory Surgery Center. Patients, clients, families or visitors have the right to express complaints or concerns about any aspects of their care or experience with our ASC. Please be assured that expressing a complaint or concern will not compromise your care and will be addressed according to our policy. Concerns may be directed to any facility staff or the ASC Manager or you may mail your comments to us.

If you feel your concerns have not been addressed you may also share them with the following: Secretary of Health, Washington State Department of Health, Health Systems Quality Assurance, Complaint Intake.

HSQA Complaint Intake  
PO Box 47857  
Olympia, WA 98504-7857  
Phone: 360-236-4700  
**Toll Free: 800-633-6828**  
Fax: 360-236-2626  
Email: [HSQAComplaintIntake@doh.wa.gov](mailto:HSQAComplaintIntake@doh.wa.gov)

Office of the Medicare Beneficiary Ombudsman: [www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp) Office Of The Medicare Beneficiary Ombudsman, Office Of The Regional Administrator, Division Of Survey And Certification Operations, Chris Martin, Branch Manager, 2201 6<sup>th</sup> Avenue, Suite 801, Seattle, WA 98121, 206-615-2313, 1-800-Medicare (1-800-633-4227), 1-877-486-2048 (TTY)pro  
Medicare Help and Support: 1-800-MEDICARE)  
Director of Clinical Compliance of AAAASF (888) 545-5222, email: [info@aaaasf.org](mailto:info@aaaasf.org)