

SUBJECT: PATIENT RIGHTS AND RESPONSIBILITIES	SECTION I.E.4
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BELLINGHAM SURGERY CENTER	EFFECTIVE: October 2004
	REVISED June 2009
APPROVED BY: QI COMMITTEE:	

Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural, or physical handicap, personal value and belief systems and without being subject to discrimination or reprisals.

- The right to receive the care necessary to help regain or maintain his/her maximum state of health.
- The right to personnel who are qualified through education and experience to perform the services for which they are responsible. The patient has the right to identify the professional status of all individuals providing services to them.
- The right to be treated with consideration, respect, and full recognition of individuality, including privacy in treatment and in care.
- The right to be provided to the extent known by the physician, complete information regarding diagnosis, treatment and the prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
- The right to be fully informed of the scope of services available in the facility, provisions for after-hours and emergency care, and related fees for services rendered.
- The right to be a participant in decisions regarding the intensity and scope of treatment. Circumstances under which the patient may be unable to participate in his / her plan of care are recognized. In these situations, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
- The right to approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.
- The right to be informed of any Surgery Center / educational projects affecting his / her care or treatment and to refuse participation in such experimentation or the Surgery Center without compromise to the patient's usual care.
- The right of expression in regards to grievances / complaints and suggestions.
- The right to change primary or specialty physicians or dentists if other qualified physicians or dentists are available.
- The right to be fully informed before any transfer to another facility or organization.
- The right to accept medical care or to refuse treatment, to the extent permitted by law, and to be informed of the medical consequences of such refusal. The patient also has the responsibility for his / her actions should he / she refuse treatment or does not follow the physician's or Surgery Center's instructions.
- The right to care that reflects consideration of the personal values and belief systems that affect attitude and response to care. Patients are allowed 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.
- The right to participation by the patient or designated representative in regards to ethical issues.

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- The responsibility to observe prescribed rules of the Surgery Center for their stay and treatment and, if instructions are not followed, forfeits the right to care at the Surgery Center and is responsible for the outcome.
- The responsibility to promptly fulfill the financial obligations to the Center.
- The responsibility for being considerate of other patients and personnel and for assisting in the control of noise, smoking, and other distractions. The patient and family are responsible for the respect of property of others and the Center.
- The responsibility to report whether he / she clearly understands the planned course of treatment and what is expected of them.
- The responsibility for keeping appointments and, when unable to do so for any reason, for notifying the Surgery Center and physician.
- As part of your patient rights and in keeping with Federal regulations we are informing you of the following:
 - Bellingham Surgery Center has some physician owners.
 - Bellingham Surgery Center Bellingham Surgery Center does not honor advanced directives. In the event of an emergency, patients do not stay in an outpatient setting long enough to evaluate the appropriateness of implementing such directives. If you have advanced directives, you may request a copy be added to your chart in the event you would require transfer to an acute care center. Advance Directives forms may be obtained at the Admission Office of St. Joseph's Hospital.
 - If you have questions or concerns about safety, please tell your nurse or your doctor. If you would like to file a complaint, you may contact:
 - Our facility Administrator, Jeanne Bennetts at 2980 Squalicum Parkway, Bellingham, WA. 98225, jbennetts@symbion.com , 360 – 671-6933.
 - Washington State Complaint Hotline at 360-236-2620.
 - Medicare recipients can contact their Ombudsman at www.medicare.gov/publications/pubs/pdf/11173.pdf
 - You may also contact our accrediting organization, The Joint Commission, at 1 – 800 – 994 – 6610.