



PATIENT RIGHTS AND RESPONSIBILITIES

Patient rights and responsibilities are established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his family, his physician, and the facility caring for the patient. Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural, physical handicap or personal value and belief systems.

Standard 1. - That the patient will receive the care necessary to help regain or maintain their maximum state of health and, if necessary, cope with deaths.

Standard 2. - That the facility personnel who care for the patient 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.

Standard 3. -

That the patient will be treated with consideration, respect, dignity, and full recognition of individuality; including privacy in treatment and in care. Facility personnel will keep adequate records and will treat with confidence all personal matters that relate to the patient.

Standard 4.

That the patient is provided to the extent known by the physician, complete information regarding diagnosis, treatment and prognosis as well as alternate treatments or procedures and the possible risks and side effects associated with treatment. If medically inadvisable to disclose to the patient such information, the information is given to a person designated by the patient or to a legally authorized individual.

Standard 5.

That the patient or responsible person will be fully informed of the scope of services available in the facility, provisions for after hours and emergency care, payment policies, and related fees for services. The patient will accept personal financial responsibility for any charges not covered by his/her insurance.

Standard 6.

That the patient will 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.

Standard 7.

That the patient will have the right to refuse treatment to the extent permitted by the law and to be informed of the medical consequences of such refusal. The patient will be requested to sign a release of responsibility form and if refused, a registered letter will be sent.

Standard 8.

That plans will be made with the patient and family so that continuing services will be available to the patient throughout the period of need. The plans should be timely and involve the use of all appropriate personnel and community resources.

Standard 9.

That the patient and family are responsible for providing to their caregivers the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, unexpected changes in the patient's condition, medications, including over-the-counter and dietary supplements, any sensitivities or allergies, or any other patient health matter.



William Ashford, M.D.
Kevin Kosek, M.D.
Elizabeth Wyatt Mitchell, M.D.
The Eye Surgery and Laser Center, LLC

Standard 10.

That patient disclosures and records are treated confidentially. That the patient has the right to approve or refuse the release of medical records to any individual outside the facility, except as required by law or third party payment contract.

Standard 11.

That the patient has the right to be informed of any human experimentation or research/educational projects affecting his/her care or treatment and refuse participation in such experimentation or research without compromise to the patient's usual care. The patient also has the right to review this decision periodically.

Standard 12.

That the Surgery Center provides for and welcomes the expression of grievances/complaints and suggestions by the patient at all times. This feedback allows the Center to understand and improve the patients care and environment.

Standard 13.

That the patient has the right to change primary or specialty physicians if other qualified physicians are available.

Standard 14.

That the patient has the right to be free from all forms of abuse or harassment.

Standard 15.

That the patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.

Standard 16.

That the patient has the right to present a Advanced Directive, living will, or healthcare proxy. These documents express the patient's choices about future care or name someone to decide if the patient cannot speak for himself/herself. The patient who has an Advanced Directive must provide a copy to the Surgery Center and to their physician for their wishes to be made known and honored.

Standard 17.

That the patient has a right to be fully informed before any transfer to another facility or organization.

Standard 18.

That the patient be respectful of the health care providers, staff, and other patients.

Standard 19.

That the patient has a responsibility to observe the prescribed rules of the Surgery Center for their stay and treatment and, if instructions are not followed, forfeits the right to care at the center and is responsible for the outcome.

The Eye Surgery and Laser Center, LLC:

Owner: William C. Ashford, M.D.

Eye Group:

William C. Ashford, M.D.
Kevin Kosek, M.D.
Elizabeth Wyatt Mitchell, M.D.