

Naperville Surgical Centre

Patient Bill of Rights

- To be treated with respect, consideration, and dignity.
- To obtain information regarding and have reasonable access to the services offered by the Center.
- To obtain, to the degree known, information concerning diagnosis, treatment, and prognosis. When concern for your health makes it inadvisable to give such information to you directly, it is made available to an individual designated by you or to a legally authorized individual.
- To know the names of the surgeon, anesthesiologist and nurses responsible for your care, treatment and services.
- To receive from your physician information necessary to give informed consent prior to the start of any procedure, including the specific procedure, the medically significant risks involved, and the probable duration of incapacitation.
- To refuse care, treatment and services to the extent permitted by law and be informed of the medical consequences of your action.
- To be informed, including your families when appropriate, about the outcomes of care, treatment and services, including unanticipated outcomes.
- To be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- To refuse the photographing or videotaping of surgery for medical or educational purposes, or the admittance of qualified observers to the operating room.
- To be assured of confidential treatment of disclosures and records, and be afforded the opportunity to approve or refuse the release of such information, except when release is provided by law.
- To participate in decisions involving your health care including the consideration of ethical issues that impact care and resolution of conflicts about care decisions unless this is contraindicated by concerns for the your health.
- To expect and receive appropriate assessment and management of pain.
- To have your cultural, psychosocial, spiritual and personal values respected so long as they do not harm others or interfere with medical therapy.
- To receive treatment in a private and secure environment to the extent consistent with providing adequate medical care. This shall not preclude discreet discussion of your case or examination by appropriate health care personnel.
- To expect reasonable continuity of care, including complete, written peri-operative instructions, and provisions for communicating with the Center and surgeon after business hours should an emergency arise.

- To be advised of fees for services, policies concerning payment of fees prior to the performance of surgery, and to examine and receive an explanation of the bill regardless of the source of payment.
- To express complaints about the care and services provided, recommend changes in policies and services to the Center's staff, the governing authority and the Illinois Department of Public Health and/or Joint Commission on Accreditation of Healthcare Organizations, and have the Center investigate such complaints, without fear of reprisal.
- To obtain information as to any relationship of the Center to other health care institutions insofar as care is concerned, and obtain information as to the existence of any professional relationships among individuals, by name, who are treating you.

Patient Responsibilities

- To provide complete medical information, including but not limited to, current medical conditions, past medical history, past surgeries, current medications and supplements, allergies, pertinent family history, disabilities or impairments requiring assistance, or any other information that might affect our ability to care for you effectively.
- To accept the consequences of not providing complete medical information or following care-related instructions.
- To comply with pre-operative, intra-operative and post-operative care-related instructions.
- To comply with any required pre-op testing and evaluation requirements.
- To participate in your care plan as needed.
- To make arrangements for a companion and transportation to and from the center as required by center policy.
- To question staff regarding anything you do not understand or need clarification on.
- To understand that because the surgical center is an *outpatient* surgical facility, it does not accept or honor advanced directives. A life threatening emergency which requires treatment at a hospital will be handled by transfer to an area hospital.
- To follow the rules and regulations of the surgery center.
- To show respect and consideration for staff and fellow patients.
- To provide complete insurance information.
- To comply with insurance requirements such as obtaining referrals and precertifying necessary services prior to day of surgery.
- To meet your financial commitments in paying any required co-payment, deductible and balance remaining.
- To facilitate reimbursement of your claim from the insurance company if needed.

- To refrain from smoking in the surgery center.
- To limit cell phone usage to outside the building.
- To complete the patient satisfaction survey.