

GEORGIA UROLOGY AMBULATORY SURGERY CENTERS

PATIENT RIGHTS AND RESPONSIBILITIES

A patient has the right to:

- receive service(s) without regard to age, race, color, sex, sexual orientation, marital status, national origin, cultural, economic, educational, or religious background or the source of payment for care.
- be treated with consideration, respect, and dignity, including privacy in treatment.
- be informed of the services available at the facility.
- be informed of the provisions for off-hour emergency coverage.
- know the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will participate in the care.
- receive information from his/her physician about his/her illness, course of treatment, and prospects for recovery in terms that he/she can understand.
- receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment.
- participate actively in decisions regarding his/her medical treatment including the right to refuse treatment to the extent permitted by law and to be fully informed of the medical consequences of his/her actions.
- have pain assessed and managed as part of the treatment process, and have his/her reports of pain believed and responded to quickly.
- full consideration of privacy concerning the medical care program.
- confidential treatment of all communications and records pertaining to care.
- reasonable responses to any reasonable requests made for service.
- leave the facility even against the advice of physicians.
- be informed regarding patient billing practices, charges for services, eligibility for third-party reimbursements, and, when applicable, the availability of free or reduced-cost care.
- receive a copy of account statement upon request.
- voice grievances and recommend changes in policies and services to the facility's staff, the operator, and the state department of health without fear of reprisal.
- make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment, and the right to formulate advance directives.

You have a right to express concerns or grievances regarding your care to the Georgia State Department of Human Resources unit responsible for accrediting ambulatory care facilities, to the Georgia Board of Medical Examiners, or (if you are a Medicare beneficiary) to the Medicare Ombudsman.

Georgia State DHR, Health Care Section.
Mr. James Courtney, RN, BSN
2 Peachtree St. NW, Floor 32, Atlanta, GA 30303-3142.
404-657-5726 or 1-800-878-6442.

Georgia Composite Board of Medical Examiners
2 Peachtree St. NW
Atlanta, GA 30303-3142
404-656-3913

Office of the Medicare Beneficiary Ombudsman
www.cms.hhs.gov/center/ombudsman.asp

A patient has the responsibility to:

- provide accurate and complete information concerning his/her present condition or complaints, past medical history, and other matters about his/her health.
- discuss expectations regarding to pain and pain management, discuss pain relief options with doctor and nurse, ask for pain relief when pain first begins, help the doctor and nurses assess pain. Tell the doctor or nurse if pain is not relieved, and tell doctor or nurse of any worries about taking pain medications.
- make it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected.
- follow the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- keep appointments and notify the facility or physician when he or she is unable to do so.
- be in charge of his or her actions should he or she refuse treatment or not follow the physician's orders.
- ensure that the financial obligations of care are fulfilled as promptly as possible.
- follow facility policies and procedures.
- be considerate of the rights of other patients and facility personnel.
- be respectful of personal property and that of other persons in the facility.

ADVANCE DIRECTIVES POLICY

Although no surgery is without risk, as the procedures routinely performed at the Surgery Centers are those with minimal risk, it is the policy of the Georgia Urology Ambulatory Surgery Centers not to honor Advance Directives. On the day of your surgery you will be required to sign a special consent stating that you understand this.

OWNERSHIP

The Georgia Urology Ambulatory Surgery Centers are wholly owned and operated by the physicians of the Georgia Urology Professional Association.