

Patient Rights & Responsibilities Bill of Rights

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISIONS REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE PRIOR TO THE PROCEDURE/SURGERY.

Patient's Rights:

South Carolina law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. A summary of your rights and responsibilities follows:

- A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical services and who is responsible for his or her care.
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- A patient has the right to know what rules and regulations apply to his or her conduct.
- A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A patient has the right to be informed of their right to change providers if other qualified providers are available.
- A patient has the right to refuse any treatment, except as otherwise provided by law.
- A patient has the right to be given, upon request, full information, and necessary counseling on the availability of known financial resources for his or her care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or healthcare facility accepts the Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A patient has the right to know if medical treatment is for the purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
- A patient has the right to express grievances regarding any violation of his or her rights, as stated in South Carolina law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

Patient's Responsibilities:

- The patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health including over-the-counter products, dietary supplements, and any allergies or sensitivities.
- The patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- The patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A patient is responsible for following the treatment plan recommended by the health care provider and participating in their care.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, notifying the health care provider or health care facility.
- A patient is responsible for his or her actions should he or she refuse treatment or does not follow the health care provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible and for any charges not covered by insurance.
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.
- A patient is responsible for being respectful of all the healthcare professionals and staff, as well as other patients and visitors.
- A patient is responsible for having a responsible adult to provide transportation home and to remain with them as directed by the provider or as indicated on discharge instructions.

If you need an interpreter:

If you need an interpreter, **please let us know** and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

Rights and Respect for Property and Person:

The patient has the right to:

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice a grievance regarding treatment or care that is or fails to be furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

Privacy and Safety:

The patient has the right to:

- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment.

Advance Directives:

You have the right to information regarding advance directives, this facility's policy on advanced directives, and information regarding state regulations concerning advance directives. Applicable state forms are available from the center and will be provided upon request.

Millennium ASC does not honor advanced directives regarding resuscitation. In all instances of emergency or life-threatening situations, life-sustaining treatment will be instituted, and patients will be transferred to a higher level of care.

Although Millennium ASC does not honor advance directives, upon request we will provide you with contact information and forms to assist in writing an advance directive.

Information can also be obtained at:

AAA - Region I (Anderson, Cherokee, Greenville, Oconee, Pickens and Spartanburg)

Appalachia Area Agency

SC Appalachian Council of Governments

30 Century Drive

Greenville, SC 29606

864-242-9733

www.aging.sc.gov

Grievance Procedure:

We strive to maintain a professional and compliant atmosphere. Issues can arise. The Grievance procedure is a means for patients and related parties to inquire into issues raised and identify whether action needs to be taken to resolve identified issues and prevent recurrence.

The Facility Administrator will record the grievance complaint and conduct a prompt investigation for quick resolution.

Any patient and/or support person, visitor, employee, physician, or vendor may lodge a grievance using the Center's procedure to formally voice complaints, resolve disputes, or to bring attention to possible violations of patient rights.

No person shall be punished or retaliated against for using the Grievance Procedure.

Any grievances, comments and complaints are addressed to the Center Administrator. Complete details and a copy of the Center's Grievance Policy as well as a Grievance form may be obtained by contacting:

Jamie Judge – Center Administrator

Phone: 864-695-1270 or jjudge@compass-sp.com

You may also mail any request to Millennium ASC 214 Innovation Dr. Greenville, SC 29607.

Additional information can be obtained from or to file a complaint with the State of South Carolina contact:

South Carolina Department of Health and Environmental Control: Division of Health Licensing

2600 Bull Street

Columbia, SC 29201-1708

Phone: 803-545-4370

Physician Ownership Disclosure:

Note: Please contact us regarding the full list of physician ownership