



MIDWEST PHYSICIANS SURGERY CENTER

It is the policy of Midwest Physicians Surgery Center to preserve the rights of all patients, regardless of race, creed, sex, or national origin. The Midwest Physicians Surgery Center personnel and representatives respect the rights of the patient, recognizes that each patient is an individual with unique health care needs, values, and cultural perspectives

A. Patient Rights

1. Receive the care necessary to help regain or maintain his or her maximum state of health.
2. Expect personnel who care for the patient to be friendly, considerate, respectful and qualified through education and experience and perform the services for which they are responsible with the highest quality of service.
3. Expect full recognition of individuality, including privacy in treatment and care. In addition, all communications and records will be kept confidential.
4. Receive the care necessary to help regain or maintain his or her maximum state of health.
5. Complete information, to the extent known by the physician, regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment
6. Be fully informed of the scope of services available at the facility, provisions for after-hours and emergency care and related fees for services rendered.
7. Be a participant in decisions regarding the intensity and scope of the treatment. If the patient is unable to participate in those decisions, the patient's designated representative or other legally designated person shall exercise the patient's rights.
8. Refuse treatment to the extent permitted by law and be informed of the medical consequences of such a refusal. The patient accepts responsibility for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
9. 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.
10. Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment, and can refuse participation in such experimentation or research without compromise to the patient's usual care.
11. Be informed of the training of students and residents, who will be involved in their care.
12. Express grievances/complaints and suggestions at any time.
13. Change primary or specialty physicians or dentists if other qualified physicians or dentists are available.

14. Provide patient access to and/or copies of his or her individual medical records.
15. Be informed as to the facility's policy regarding advance directives/living wills.
16. Be fully informed before any transfer to another healthcare facility or organization, when possible.
17. Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
18. Have an initial assessment, regular reassessment of pain, and pain management.
19. Education of patients and families, when appropriate, regarding their roles in managing pain, as well as potential limitations and side effects of pain treatment.
20. Have their personal, cultural, spiritual, and/or ethnic beliefs considered when communication to them and their families that pain management is an important part of care.

The patient is responsible for:

1. Being considerate of other patients and personnel and for assisting in the control of noise, smoking, and other distractions.
2. Respecting the property of others and the facility.
3. Following the rules and regulations of the facility.
4. Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her. The patient should express concern if they believe they will have difficulty following the plan of care and discharge instructions.
5. Following the instructions as provided for the planned course of treatment.
6. Accepting the consequences if they do not follow the plan of care and discharge instructions.
7. Keeping appointments and, when unable to do so for any reason, for notifying the facility and physician.
8. Providing caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in the patient's condition or any other patient health matters. Patients are responsible for asking questions when they do not understand what they have been told or what they are expected to do.
9. Meeting their financial obligations to the facility as agreed to with the organization.

If you should have a complaint that is not resolved by the center, you may contact:
Office of Human Relations & Citizen Complaints.
P.O. Box 570

Jefferson City, MO 65102-0570

Toll Free: (800) 235-5503

<http://www.medicare.gov/Ombudsman/resources.asp>

Joint Commission

(888) 973-0022