

Patient's Rights and Responsibilities

Each patient treated at the Salisbury Uro Surgery Center LLC has the right to:

Respectful care given by competent personnel with consideration of the patient's privacy concerning the patient's own medical care.

Be given the name of patient's attending physician, the name of all other physicians directly assisting in patient's care, the names and functions of other health care persons having contact with the patient.

Have records pertaining to patient's medical care treated as confidential.

Know what the Ambulatory Care Center rules and regulations apply to the patient's conduct as a patient.

Expect emergency procedures to be implemented without unnecessary delay. In event the need to transfer the patient to another facility is necessary, the responsible person and the facility that the patient is transferred to will be notified prior to transfer.

Good quality care and high professional standards that are continually maintained and reviewed.

Full information in layman terms concerning diagnosis and treatment. If it

is not medically advisable to give this information to the patient, the information shall be given to the responsible person on patient's behalf. All patients shall have the right to assist in the planning of their treatment.

Information on after hour and emergency care will be provided to the patient.

Given an informed consent to the physician prior to the start of a procedure.

Be advised of participation in a medical care research program or donor program. The patient shall give informed consent prior to the participation in such a program. A patient may also refuse to continue in a program to which patient has previously given informed consent for participation.

Refuse drugs or procedures and have a physician explain the medical consequences of that refusal of drugs or procedures.

Medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.

Have access to an interpreter whenever possible.

Be provided, when appropriate, with, upon request, access to all information contained in patient's medical record. Accurate information regarding the competence and capabilities of the organization and the services provided.

Receive information regarding methods for expressing suggestions or grievances to the organization.

Information regarding fees for services and payment policies.

The facility shall make the policies and procedures available to patients, guardian, or other Health Care decision-makers, as defined in Health-General Articles Title 5, Subtitle 6, Annotated Code of Maryland and to the public.

Each patient treated at the Salisbury Uro Surgery Center LLC has the responsibility to:

Follow the instructions given by patient's surgeon and nurse regarding preoperative and postoperative care.

Provide the staff with all medical information, which may have a direct effect on the care provided at the Center.

Provide all information regarding all insurance coverage.

If able, fulfill financial responsibility for all services received, as determined by the patient's insurance carrier and Center.

Please call our office to report any complaints or concerns. Otherwise contact the State Medical Society at:
1211 Cathedral Street
Baltimore, Maryland 21201
1-800-492-1056

You may also visit the Office of the Medicare Beneficiary Ombudsman at:
<http://www.cms.hhs.gov/center/ombudsman.asp>

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Salisbury Uro Surgery Center, L.L.C.

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