



SALISBURY URO SURGERY CENTER, L.L.C.

Patient Bill of Rights

1. *To expect to be treated with respect, consideration, and dignity.*
2. *To receive care in a safe environment.*
3. *To exercise your rights without being subjected to discrimination or reprisal.*
4. *To be free from all forms of abuse, neglect and harassment from ASC staff, visitors and other patients.*
5. *To be assured confidential treatment of disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted by law of third party payment contract and when release is required by law.*
6. *To know the name and function of any person providing health care services for you.*
7. *To know names and professional relationships of other physicians who may care for you in the absence of your attending physician.*
8. *To be provided, to the degree known, with information concerning your diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to you, the information will be made available to an appropriate person on your behalf.*
9. *To have the opportunity to participate in planning your medical treatment, making decisions involving your health care, including your refusal to participate in experimental research.*
10. *To request a second opinion.*
11. *To expect a reasonable response to any reasonable request you may make for service.*
12. *To refuse treatment to the extent permitted by law and to be informed of the medical consequences of your action.*
13. *To expect communication in the language which you understand.*
14. *To expect treatment without regard to race, color, creed, religion, sex, national origin or source of payment, except for fiscal capability thereof.*
15. *To know services available, such as provisions for after hours or emergency care, educational material available, and policies concerning payment of fees.*
16. *To examine and receive an explanation of your bill, regardless of the source of payment.*
17. *To expect reasonable continuity of care and to know in advance the time and location of appointments.*
18. *To designate any area where you are cared for or treated as a non-smoking area.*
19. *To leave the procedure area even against the advice of your physician.*
20. *To have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.*
21. *To have your pain assessed and treated appropriately.*
22. *To know our policy on Advance Directives: Salisbury Uro Surgery Center acknowledges your right to have an Advance Directive and will add it to your medical record. However, should an untoward event occur during your surgery, it is our policy to stabilize you and transport you to the closest Medicare-participating, Joint Commission-accredited hospital with a copy of the Advance Directive if made available to us. More information regarding Advance Directives in Maryland is available at <http://www.caringinfo.org/i4a/pages/index.cfm?pageid=3289>.*
23. *To know that all surgeons who perform procedures in SUSC, LLC have an ownership interest in the Center. Patients are always free to choose any health care provider, subject to restrictions of their health insurance coverage. Please address any concerns about your referral to SUSC with C. Doyle Maull, M.D., Medical Director, Salisbury Uro Surgery Center, LLC.*
24. *To know how to contact your state agency and/or Medicare to voice a concern regarding any aspect of your care.*

Salisbury Uro Surgery Center:
Mike F. Synowiec, MBA
Administrator
1342 South Division Street
Unit 401
Salisbury, MD 21804
Phone: (410) 546-2133

State of Maryland:
Office of Health Care Quality
55 Wade Avenue, BB Building
Catonsville, MD 21228
800-492-6005
www.ohcqweb@dhmh.state.md.us

Medicare:
Medicare Ombudsman
www.medicare.gov/ombudsman/resources.asp
1-800-633-4227