

UNIVERSITY SURGICAL CENTER

Patient Rights & Responsibilities, Advanced Directives and Physician Ownership

Florida law and CMS requires that your health care facility recognize your rights while you are receiving medical care and that you respect the health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of Florida law from your health care provider or health care facility.

PATIENT RIGHTS

If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

- To participate and make informed decisions regarding his or her care and 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;
- To receive care in a safe setting and be free from all forms of abuse and harassment;
- To a prompt and reasonable response to questions and requests;
- To know who is providing medical services and who is responsible for his or her care;
- To expect personnel to be friendly, considerate, respectful and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of care;
- To know what patient support services are available, including whether an interpreter is available if he or she does not speak English;
- To know what rules and regulations apply to his or her conduct;
- To be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis and to be fully informed about a treatment or procedure and the expected outcome prior to it being performed;
- To express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical treatment for the patient;
- To refuse any treatment, except as otherwise provided by law and be informed of the medical consequences of such refusal;
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care;
- To know, upon request and in advance of treatment; whether the health care provider or health care facility accepts the Medicare assignment rate;
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care, to be fully informed of the scope of services available at the facility and provisions for after-hours care;
- To receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained;
- To impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment. This includes the right to exercise his or her rights without being subjected to discrimination or reprisal;
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment;
- To know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research;
- To express grievances, complaints and/or suggestions at any time. A patient has the right to voice grievances regarding treatment or care that is, or fails to be, furnished. Grievances may be expressed to a health care provider, health care facility, or the appropriate state licensing agency regarding the alleged violations of patient rights. A patient has the right to know the procedures for expressing a grievance.
- To appropriate assessment and management of pain and education for families, when appropriate, regarding their roles in managing pain.
- A patient receiving care in a health care facility or in a provider's office has the right to bring any person of his or her choosing to the patient-accessible areas of the health care facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her health care provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or office or cannot be reasonable accommodated by the facility or provider.

PATIENT RESPONSIBILITIES

- 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;
- For reporting unexpected changes in his or her condition to the health care provider;
- 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;
- For following the treatment plan recommended by the health care provider;
- For keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility;
- For his or her actions if he or she refuses treatment or does not follow the health care provider's instructions;
- For assuring that the financial obligations of his or her health care are fulfilled as promptly as possible;
- For being considerate of other patients and personnel and for assisting in the control of noise, eating and other distractions;
- For identifying any patient safety concerns;
- For following health care facility rules and regulations affecting patient care and conduct and respecting the facility and the property of others.

DISCLOSURE OF PHYSICIAN OWNERSHIP

University Surgical Center is proud to have a number of quality physicians invested in our facility. Their investment enables them to have a voice in the administration of policies of our facility. This involvement helps to ensure the highest quality of surgical care for our patients. Your physician **MAY** have a financial interest in this facility.

STATE OF LIMITATION REGARDING ADVANCE DIRECTIVE

In the State of Florida, all patients have the right to participate in their own health care decisions and to make Advanced Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to communicate decisions. University Surgical Center respects and upholds those rights.

However, unlike an acute care hospital setting, USC does not routinely perform "high risk" procedures. While no surgery is without risk, most procedures performed in this facility are considered to be of minimal risk. Therefore, it is our policy that if an adverse event occurs during your treatment, the medical team will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney. If you do not agree with our policy, we will be pleased to assist you in rescheduling your procedure.

If you wish to complete an Advanced Directive, copies of the official Florida state forms are available at the facility.

FILING COMPLAINTS

If you have a complaint or grievance regarding the care you or your loved one received at University Surgical Center, please contact our Risk Manager whose name is listed below. In the event you are uncomfortable with contacting our Risk Manager directly, please contact one of the other sources listed. We appreciate your feedback.

University Surgical Center

Michele Carlson, LHRM
Risk Manager
(407) 267-5164

Medicare Beneficiary Ombudsman

Per www.cros.hhs.aov/center/ombudsman.asp, complaints should go to Florida's survey agency. See AHCA information for contact information.

Agency for Health Care Administration (AHCA)

Regulates Facilities in Florida

Via Internet: <https://ahcaxnet.fdhc.state.fl.us/hcfc/>
Toll Free Hotline: 888-419-3456
Calls taken M - F, 8:00am to 5:00pm EST

The Joint Commission (TJC)

Toll Free Hotline: 800-994-6610 - Available 24/7
Staff members available to take calls
M - F, 8:30am to 5:00pm CST

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