



PATIENT'S RIGHTS AND RESPONSIBILITIES

PURPOSE:

To outline a patient's rights and responsibilities while being cared for at the Eye Surgery Center of Michigan and the manner in which these rights and responsibilities are communicated. It is our expectation that the observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his physician, and the group organization. It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care.

POLICY:

The Patient's Rights and Responsibilities, as attached, are posted prominently in the Center where patients or their representatives or surrogates may read them.

PROCEDURE:

As a patient, you have the right to:

1. Considerate, respectful treatment with concern for individual, cultural and educational differences. Recognition of your personal dignity will be maintained.
2. Personal privacy and confidentiality in communication and medical records will be maintained. Except where required by law, you have the right to approve or refuse the release of records.
3. Receive care in a safe setting, free from all forms of abuse and harassment.
4. Information, to the degree known, concerning your diagnosis, evaluation, treatment, and prognosis.
5. Participate in decisions about medical care, including the right to accept or refuse treatment, except in some cases where lifesaving treatment is mandated.
6. The right to discuss advance directives such as a living will or durable power of attorney. If you already have a living will or other directive, or you wish to initiate one, please speak with a nurse.
7. Change primary or specialty physician if others are available.
8. An explanation about the condition, treatment and outlook for recovery.
9. Know who is responsible for the care provided.
10. Information regarding affiliations your hospital and physician(s) have with other institutions and physicians.
11. In the event that you have any grievance(s) against the Center, relating, but not limited to, perceived mistreatment, neglect, verbal, mental, sexual, or physical abuse while being cared for at the Center, you have the right to exercise your rights under the Center's grievance policy, including, without limitation, the right to have the grievance investigated.

As a patient, you have the responsibility to:

1. Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other health related matters.
2. Report any unexpected change in condition to the responsible physician.
3. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
4. Confirm understanding of the contemplated course of treatment and the expected obligation of the patient.
5. Follow the treatment plan recommended by the physician. The patient is expected to follow up on his/her doctor's instructions, take medication when prescribed, and ask questions concerning his/her own health care that he/she feels is necessary.
6. Cooperate with medical personnel in their efforts to restore functioning capacity by following instructions and by asking questions if information is not understood.
7. Upon discharge by staff, to keep appointments or notify the appropriate person if it is not possible to do so.
8. Accept the consequences of choosing to ignore physician instructions or to refuse treatment.
9. Assure that the financial obligations assumed in receiving health care are met as promptly as possible.
10. The patient is responsible for asking questions or clarifying information not understood, and for advising the physician if the decision is made to stop the treatment plan.

The traditional physician-patient relationship takes on a new dimension when care is rendered at the Eye Surgery Center of Michigan. Legal precedent has established that the facility itself also has a responsibility to the patient. It is in recognition of these factors that rights are affirmed. The Eye Surgery Center of Michigan does not honor advance directives issued by any patient while they are treated at the center. Patients may experience a reversible cessation of cardiac or respiratory function that is associated with the indicated surgery and/or care; therefore, in the event of a medical emergency, it is the policy of the center to employ all life saving measures and transfer to an acute care setting for further evaluation. The facility is privately owned, with partial physician ownership, and each patient has the right to have their surgery performed at any other facility where their surgeon has surgical privileges. Federal regulations require that Eye Surgery Center of Michigan disclose to you the name and address of each physician that holds an ownership interest in the facility that totals five percent or more. These physicians are as follows: Dr. Les Grosinger & Dr. Alan Spigelman, 1750 S. Telegraph Road, Suite 205, Bloomfield Hills, MI; Dr. Alan Parent, Dr. Marilyn Sultana & Dr. Sarah Muenk, 29753 Hoover Road, Suite A, Warren, MI; Dr. Marc Siegel, Dr. Les Siegel & Dr. Matthew Citron, 29201 Telegraph Road, Suite 301, Southfield, MI.

Patient Complaints:

If you are dissatisfied with any service you have received, please ask to speak to someone at the Eye Surgery Center of Michigan so we may satisfy you and improve the quality of care we provide.

If you have a complaint, grievance or suggestion which you do not feel is addressed to your satisfaction you may notify:

State of Michigan – Department of Licensing & Regulatory Affairs, Bureau of Community and Health Systems – Health Facility Complaints, P.O. Box 30664, Lansing, MI 48909, Phone: (800) 882-6006, Fax: (517) 335-7167, Email: BCHS-Complaints@michigan.gov

Office of the Medicare Beneficiary Ombudsman

<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>