

# Patient Bill of Rights

## AdventHealth Surgery Center of Rome

### Patient Rights

- Patients have the right to receive care in a safe setting.
- Patients have the right to treatment without discrimination as to race, color, age, religion, sex, gender identity or expression, ethnicity, citizenship, national origin, disability, or source of payment.
- Each patient has a right to have his or her cultural, psychosocial, and spiritual and personal values, beliefs and preferences respected.
- Patients or the patient's as appropriate, are involved in decision about care, treatment and services provided.
- Information from the physician, or other health care professional, necessary to give or withhold informed consent prior to the start of any procedure or treatment, including a diagnosis, explanation of the procedure or treatment, expected outcomes, benefits, medically significant risk or serious side effects, any medically alternatives for care or treatment, the likelihood of achieving goals and when indicated, any limitations on the confidentiality of information learned from or about the patient.
- Patients receive adequate information about the person(s), including the name(s), who are responsible for the delivery of their care, treatment, and services.
- Patient are informed of their right to request a change of providers or members of the care team, should other qualified individuals be available.
- Patients have the right to refuse care, treatment, and services in accordance with the law and regulation, and be informed of medical consequence of refusal.
- Patients have the right to make choices regarding life-sustaining treatment, including resuscitative measure. The AdventHealth Surgery Center of Rome does not honor advance directives. Your physician has deemed you healthy enough to undergo outpatient surgery. If an unexpected complication were to arise, we cannot in good conscience withhold treatment. If you feel strongly that you want your advance directives honored, please speak with your anesthesiologist prior to your procedure.
- Patients, and when appropriate, their families, are informed about the outcomes of care, treatment and services including unanticipated outcomes.
- The AdventHealth Surgery Center of Rome respects the patient's right and need for effective communication in a manner he/she/they understands. Patients have the right to interpretive services and other auxiliary aids.
- Patients have the right to be informed of policies and practices that relate to patient care, treatment, responsibilities, and resources for resolving disputes, grievances, and conflicts without fear or reprisal.
- The AdventHealth Surgery Center of Rome respects the needs of patients for confidentiality, privacy, and security.

- Patients have the right to pain management.
- Patients have a right to access protective and advocacy services.
- Patients have the right to voice concerns by notifying their caregiver, the surgery center leadership or physician.
- Patients receive information about charges for which they will be responsible regardless of source of payment. Patients have the right to receive information on the availability of financial assistance.
- Patients have access to, request amendment to, and obtain information or disclosures of their health information, in accordance with the law and regulations.

### Patient Responsibilities

- Patients and families, as appropriate, must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition.
- Patients and their families, as appropriate, must ask questions when they do not understand their care, treatment, and services or what they are expected to do.
- Patients and their families must follow the surgery center's rules and regulations.
- Patients are responsible for providing a responsible adult to remain at the facility for the duration of the stay, transport, and remain with the patient for 24 hours after the surgery as directed by provider.
- Patients and their families must be considerate of the surgery center's staff and property, as well as other patients and their property.

All surgery centers have the responsibility to ensure that their patients retain their right of independence in expression, decisions, actions, and personal identity. This policy is to outline the rights due to all patients at AdventHealth Surgery Center of Rome with the goal to provide medical care that is effective and considerate. Of equal importance in the ability to provide that care is expectation that patients assist and be a part of their care, and that they, their families, and their visitors behave in a reasonable and responsible manner. Quality patient care is the primary concern of AdventHealth Surgery Center of Rome.

## Our care commitment

At the AdventHealth Surgery Center of Rome, we are committed to providing you with the very best experience with the quality care, staff attentive to your personal needs and highly efficient service. Occasionally, you may have a question or concern regarding your time with us. The information provided below explains exactly how to address and resolve your concerns in the very best possible way to ensure your satisfactions.

## Point of contact

We encourage all staff to listen carefully to our patients and to respond in a timely to your concerns. We believe the best time to address a concern is when it happens. We encourage all patients to speak up if you have questions about your care or service. Please ask the person providing your care immediately. If we are not meeting your personal needs, we want to know so we can resolve the concern while you are here.

## See a manager

If you are not comfortable speaking with the person directly, please ask to see the manager. Our goal is to answer your questions and resolve any concerns quickly. Be assured that bringing our attention to a concern will never have a negative impact on the quality of care you receive. We want to work with you to make your experience the very best it can be.

## Patient grievance process

Any concern that is not resolved promptly is a grievance. You may report a grievance by contacting AdventHealth Surgery Center of Rome leadership at 706-802-3631. Your grievance will be resolved as quickly as possible, and you will receive a written response regarding your concerns within 30 days. All concerns brought to our attention are confidential and will not impact the care you receive. You also have the right to report a grievance directly to any state agency listed below.

### Center Administrator:

#### Neal Jochimsen, Administrator

16 John Maddox Dr.

Rome, GA 30165

**706-802-3634**

### State Reporting Agency:

#### Georgia Department of Community Health

Healthcare Facility Regulation

2 Peachtree St, Suite 31-447

**404-657-5728**

<http://dch.georgia.gov>

### Accrediting Organization:

#### Accrediting Association of

#### Ambulatory Health Care, Inc.

3 Parkway North, Suite 201

Deerfield, IL 60015

Phone: **847-853-6060**

E-mail: [info@aaahc.org](mailto:info@aaahc.org)

### AdventHealth Ethics Line:

**1-888-924-8433**

### Medicare Ombudsman:

[http://www.medicare.gov/claims-and-appeals/  
file-a-complaint/complaint](http://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint)

If you need access to services or to report a concern regarding discrimination in access to services, contact:

### Equity Compliance Coordinator

16 John Maddox Dr.

Rome, GA 30165

**706-802-3631**

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, Equity Compliance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

or by mail, or phone at:

### U.S. Department of Health and Human Services

200 Independence Ave, SW

Room 509F, HHH Building

Washington, D.C. 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>