**POLICY:**

**This is to ensure that all patients receiving care in this Center shall have his/her rights observed, respected, and enforced by the health care providers of this Center from clinical staff to business staff and any other personnel that has contact and/or provides services to the patient. The following are the rights of the patient receiving care in this Center.**

1. The patient will be treated with respect, consideration, and dignity.
2. Prior to receiving care, patients are informed of their rights and responsibilities. The patient shall be informed verbally and in writing of his/her rights in advance of the date of the procedure, in terms that the patient can understand. A signature acknowledging receipt of verbal and written notification of these rights on the day of the procedure will be obtained by the patient and or legal guardian and placed in the patient’s chart as part of the permanent medical record.
3. The patient will be informed of the services offered at the Center, the names of the professional staff and their professional status of who is providing and/or responsible for their care, including information on the facilities provisions for emergency and after hours and emergency care.
4. The patient will be informed of the fees and related charges, including the payment, fee, deposit, and refund policy of the Center and any charges not covered by third-party payers or by the Center’s basic rate.
5. The patient will be informed of other health care and educational institutions participating in the patient’s treatment.
6. The patient will be informed of the identity and the function of these institutions, and he/she has the right to refuse the use of such institutions.
7. The patient will be informed, in terms that the patient can understand, of his/her complete medical/health condition or diagnosis, the recommended treatment, treatment options, including the option of no treatment, risks of treatment, and expected results. If this information would be detrimental to the patient’s health, or if the patient is not capable of understanding the information, then the information will be provided to the patient’s next of kin or guardian. This release of information to the next of kin or guardian, along with the reason for not informing the patient directly will be documented in the patient’s chart.
8. The patient will be given the opportunity to participate in the planning of his/her care and has the right to refuse such care or medications. Upon refusal it will be documented in the patient’s chart.
9. The patient will be included in experimental care if the patient has agreed to such and gives written and informed consent to such treatment, or when a guardian has consented to such treatment. The patient also has the right to refuse such experimental treatment, including the investigation of new drugs and medical devices.
10. The patient has the right to voice grievances or recommend changes in policies and services to the Center personnel, the governing authority and/or outside representatives of the patient’s choice, free from restraint, interference, coercion, discrimination, or reprisal.
11. The patient will be free from mental and physical abuse, free from exploitation, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of the Center’s personnel.
12. The patient will be assured of confidential treatment of information about him/herself. Information in the patient’s medical record shall not be released to anyone outside the Center without the patient’s approval, unless another healthcare Center to which the patient was transferred requires that information, or unless the release of the information is required or permitted by law, a third party payment contract, or a peer review, or unless the information is needed by the State, The State Department of Health for statutorily authorized purposes

The Center may release data about the patient for studies containing aggregated statistics when the patient’s identity is masked.

1. The patient will receive courteous treatment, consideration, respect and recognition of the patient’s dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient’s privacy shall also be respected when Center personnel are discussing the patient.
2. The patient will not be required to work for the Center unless the work is part of the patient’s treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, State, and Federal laws and rules.
3. The patient has the right to exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient.
4. The patient has the right to expect and receive appropriate assessment management and treatment of pain as an integral component of that person’s care.
5. The patient has the right to information regarding credentialing of all health care professionals at the Center. Upon request, the patient has the right to request information regarding the professional credentials of any healthcare provider at the Center. Patients are required to submit their request for verification of professional credentials in writing to the Director of Nursing. The Director of Nursing will comply with the request and release information in accordance with State and Federal guidelines.
6. The patient shall be informed verbally and by written notice the date of the procedure, of his/her physician’s financial interest or ownership in the Center; The signed copy of patient acknowledgement and notification of the physician financial interest or ownership will be placed in the patient’s chart as part of the permanent medical record.
7. The patient shall be informed verbally and offered written notice on the date of the procedure, information on the Center’s policy on advance directives, including a description of applicable state health and safety laws and, if requested, official advance directive forms. The signed copy of patient acknowledgement and notification of the Center policy on advance directives will be placed in the patient’s chart as part of the permanent medical record.
8. The patient has the right to refuse any treatment and research, except as otherwise provided by law.
9. The patient will not be discriminated against because of age, race, religion, sex, nationality, or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the Center.
10. The patient has the right to change their provider and reschedule their procedure.
11. The patient has the right to be informed about procedures for expressing suggestions, including complaints and grievances, including those regulated by state and federal regulations.
12. The patient has the right not to be misled by marketing or advertising regarding the competence and capabilities of the organization.
13. The patient has the right to be provided with appropriate information regarding the absence of malpractice insurance coverage.
14. The patient has the right to receive care in a safe setting free from all forms of abuse and harassment.
15. The patient has the right to receive in writing and informed verbally of a good faith estimate of costs associated with the planned surgical procedure.
16. The patient has the right to file a dispute claim within 120 days a medical bill if the final charges are $400 or higher than the good faith estimate.
17. The patient has the right to request an easy-to-understand notice explaining the applicable billing protections and who to contact if the patient has concerns that our facility has violated the protections.
18. The patient has the right to the use of a telephone.
19. The patient also has the right to require consent in order to waive billing protections.
20. Prior to receiving care, patients are informed of their responsibilities.
21. A patient is responsible for behaving respectfully toward all health care professionals and staff, as well as other patients and visitors.
22. A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
23. A patient is responsible 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.
24. A patient is responsible for following the treatment plan recommended by the health care provider.
25. A patient is responsible 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 Center.
26. A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
27. A patient is responsible to provide complete and accurate information about his/her health, any medications, including herbals and over the counter supplements and any allergies or sensitivities.
28. A patient is responsible to follow the treatment plan prescribed by his/her provider.
29. A patient is responsible to provide a responsible adult to transport him/her home from the Center and remain with him/her for 24 hours as required.
30. A patient is responsible to inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care
31. A patient is responsible to be respectful of all the health care providers and staff, as well as other patients.
32. A patient is responsible to accept personal financial responsibility for any charges not covered by insurance.
33. If a patient is adjudged incompetent under applicable State 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.
34. 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.

**Questions and Complaints**

Patients can communicate concerns about patient safety issues that occur before, during and after care by contacting the Director of Nursing. The Director of Nursing shall also provide all patients and/or their families, upon request, the names, addresses and telephone numbers of offices where information concerning Medicare and Medicaid coverage may be obtained.

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| **Southwest Idaho Surgery Center**  **Laura Hession**  **Director of Nursing**  **900 N. Liberty Ste 450**  **Boise, ID 83704**  **Telephone: 208 367 7448 Fax: 208 813 9504**  **Email:** [**laurah@swisc.com**](mailto:laurah@swisc.com) | **Idaho Department of Health and Welfare**  **Bureau of Facility Standards**  **Non-Long Term Care Co-Supervisor**  **c/o Dennis Kelly RN**  **PO Box 83720**  **Boise, ID 83702-0036**  **Phone: 208 334 6626 Option 4** |

The Medicare Ombudsman is available to the public and the Center patients to get information about the Medicare and Medicaid programs, prescription drug coverage, and how to coordinate Medicare benefits with other health insurance programs.

Information about filing a grievance or complaint can be obtained from their website, by mail or via phone:

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| **CMS Contact Information:**  **Telephone: 1-800-MEDICARE 24 hours 7 days including some federal holidays**  **TTY/TDD users can call 1-877 486 2048. This system is available 24 hours 7 days per week.**  **Mailing address:**  **Centers for Medicare & Medicaid Services**  **7500 Security Boulevard**  **Baltimore MD 21244-1850** |
| **The website for the Medicare Beneficiary Ombudsman is:** [**https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html**](https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html) |

**Southwest Idaho Surgery Center is an ambulatory care surgery center accredited by AAAHC and the Centers for Medicare & Medicaid Services, providing outpatient ear, nose, and throat surgical services to children and adults in Boise, Idaho. Information about the credentials of the Center’s healthcare professionals, malpractice coverage, and other information is available online at www.swient.com. After-hour services are provided by calling our direct line, 208-367-3320, going to any of the local emergency rooms, or calling 911 for immediate emergency services. All patients will be provided a cost estimate described in detail over the phone or a paper copy in the mail. Payment policies will be provided to patients who request to establish a payment plan.**