

## Patient Rights & Responsibilities

- You have the right to considerate, respectful, and dignified care.
- You have the right to actively participate in making decisions that impact your health care unless your participation is medically inadvisable. You have the right to be provided, upon request, with information concerning all of the services available at Houma Outpatient Surgery Center (HOSC) as well as after-hours care and emergency treatment.
- You have the right to be well-informed, to the degree known, about your illness or diagnosis, possible treatments, and likely outcomes and to discuss this information with your doctor. If it is not medically advisable to provide this information directly to you, this information will be provided to a person authorized either legally, or by the patient.
- You have the right to know the names and roles of the people treating you. You also have the right to their professional credentials and Houma Outpatient Surgery Center's credentialing procedures. You have the right to change your provider if another qualified provider is available.
- You have the right to have an advance directive, such as a living will or healthcare proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to your family, doctor, & HOSC.
- You have the right to privacy; your doctor & others involved in caring for you will guard your privacy to the highest extent possible.
- You have the right to expect that your treatment records, consents, and disclosures are treated confidentially. You also have the right, to the extent possible, to be given the opportunity to approve or refuse disclosure, unless reporting is required by law. When the office releases records to others, such as insurers, it emphasizes that the records are confidential and that privacy maintenance is integral to our patient's rights.
- You have the right to review your medical records and to have the information explained, except where restricted by law.
- You have the right to expect that Houma Outpatient Surgery Center will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives if possible. You will not be transferred until the other institution agrees to accept you.
- You have the right to know if Houma Outpatient Surgery Center has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers, or insurers.
- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care Houma Outpatient Surgery Center otherwise provides.
- You have the right to know about our office rules that affect you, your treatment, your charges, and your payment options. You have the right to know about office resources, such as patient representatives and ethics committees that can help you resolve problems and questions about your office visit and care. This information is available upon request.
- You also have responsibilities as a patient. You are responsible for providing information about your health; including past illnesses, hospital stays, allergies, and sensitivities. You are responsible for providing information about any medicine, herbal or dietary supplements, or over the counter medications you are taking. You are responsible for asking questions when you do not understand information or instructions and notifying your providers of any advanced directives that could affect your care. If you do not furnish HOSC with an advanced directive prior to your date of surgery, this will serve as a revocation of your advanced directive.
- Your health care depends on your following the treatment plan prescribed by your physician. It is your responsibility to follow the treatment plan or notify your physician if you believe you cannot follow through with your treatment. You are also responsible for providing a responsible adult to transport you home from the facility and stay with you for 24 hours following surgery.
- This office works to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for being considerate and respectful of the needs of other health care providers, patients, staff, and the office. You are responsible for providing information for insurance and working with the office to arrange payment, when needed.
- In the long-term, your health depends not just on your outpatient care, but on the decisions you make in your daily life. You are responsible for recognizing the effect of life-style on your personal health.

### Your opinion counts

If you have a compliment, question, complaint, or comment regarding your visit to Houma Outpatient Surgery Center, please call 504-456-1515 for a quick response from our Administrative team. You can also contact the Louisiana Department of Health and Hospitals, P.O. Box 3767, 500 Laurel St., Suite 100, Baton Rouge, La. 70821 (866)280-7737. You can also visit <http://www.cms.hhs.gov/center/ombudsman.asp> to report a grievance.

RECEIVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

*If the date of my signature above is the date of my surgery, I agree that I was furnished with this document prior to the date of my surgical treatment.*