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## **SURGERY CENTER OF OPHTHALMOLOGY CONSULTANTS PATIENTS' BILL OF RIGHTS**

1. The patient has the right to considerate and respectful care.
2. Each patient shall have impartial access to treatment regardless of race, religion, sex, age, or handicap.
3. Each patient shall receive individualized treatment, which shall include at least the following:
  - a. The provision of services within the least restrictive environment possible.
  - b. The client shall be made aware of the content of the client's treatment plan. The plan shall be reviewed and updated as often as is clinically necessary.
  - c. The active participation of parents, relatives, or guardians in planning of treatment for emancipated children, unless such participation is clinically contraindicated.
4. The patient has the right to obtain from his/her physician complete and current information concerning his/her diagnosis, treatment, and in terms that the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to the appropriate person in his/her behalf. He/she has the right to know by name, the physician responsible for coordinating his/her care.
5. The patient has the right to obtain from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in life threatening emergencies, such information specific to the procedure and/or treatment that exists, or when the patient has the right to such information. The patient has the right to know the name of the person responsible for the procedure and/or treatment.
6. The patient has the right to refuse treatment to the extent permitted by the law, and to be informed of the medical consequences of his/her action.
7. The patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussions, consultations, examinations, and treatments are confidential and should be conducted discreetly. Those not directly involved in this care must have permission of the patient to be present.
8. The patient has the right to expect that all communication and records pertaining to his/her care should be treated as confidential.
9. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by names, which are treating him/her.
10. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance when appointment times and physicians are available and where.
11. The patient has the right to examine and receive an explanation of his/her bill, regardless of the source of payment.
12. The patient has the right to know what rules and regulations apply to his/her conduct as a patient.
13. If you have a complaint or grievance concerning the quality of care you are receiving or have not received, please contact our nursing supervisor, Meghan Zwiebel, RN or our practice administrator, Tricia Pieper.

*You may report grievances at the State level in writing to:*

Indiana State Department of Health  
2 North Meridian Street, 48  
Indianapolis, IN 46204

*by email:*

complaints@isdh.in.gov

*by phone:*

1-800-246-8909

*Website for the Office of the Medicare Beneficiary Ombudsman:*

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

*No catalog of rights can guarantee for the patient the kind of treatment he/she has the right to expect. A surgery center has many functions to perform, including prevention and treatment of disease and the education of both health professionals and patients. All those activities must be conducted with the overriding concern for the patient, and above all the recognition of his dignity as a human being. Success in achieving this recognition assures in the defense of the rights of the patient.*