

# Patient Rights and Responsibilities

Orchard Surgical Center's team of staff and physicians is dedicated to providing quality, personalized healthcare to the members of our community. Our plan of care encompasses all aspects of your surgical experience. Your pre-operative intra-operative and optimal recovery needs will be met to the best of our best ability while you visit our center. At the Orchard Surgical Center your rights include the following:

- ❖ Safe considerate and respectful care
- ❖ Privacy, personal and informational
- ❖ Be kept well-informed and participate in your healthcare decisions
- ❖ Know the names, credentials and roles of medical care-givers.
- ❖ Be fully informed of risks, benefits, expected outcomes and alternative treatments for scheduled procedures
- ❖ Consent to or refuse treatment without being subjected to discrimination or reprisal
- ❖ An advance directive, such as a living will, health care proxy, or surrogate decision maker. OSC will not honor a DNR
- ❖ Confidentiality of your medical record and the right to review your medical record
- ❖ Awareness of the potential ownership interest in the facility by your physician
- ❖ Consultation with a specialist
- ❖ Participate in your pain management treatment to enhance your recovery
- ❖ Consent to or decline to take part in research affecting your care
- ❖ Know about center rules that will affect you, your treatment and your payments
- ❖ Access protective services
- ❖ Access to an interpreter at no cost to the patient
- ❖ Accommodation of special needs for handicapped or sensory impaired persons at no cost to the patient
- ❖ Explanation of the need for your transfer to another facility

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## You have the responsibility to:

- ❖ Provide information about your present and past health history and all medications
- ❖ Ask questions when you do not understand information or instruction
- ❖ Keep your health care providers informed of your level of discomfort in a timely manner to maximize the effectiveness of your pain management treatment plan
- ❖ Be considerate of the rights of other patients, center staff and center rules and regulations
- ❖ Inform us if you have an advance directive and provide a copy to the center
- ❖ Comply with the treatment plan and instructions for follow-up care
- ❖ Assure financial obligation for healthcare services received are promptly met
- ❖ Inform center personnel of any special needs accommodations required
- ❖ Provide a responsible adult to transport you home and remain available for 24 hours.

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To voice concerns or grievances regarding care received please contact:

Cathy D'Entremont-OSC COO @ 603-401-6466

Ombudsman -NH 603-271-6941

Department of Public Health/Human Services NH 1-800-852-3345

Accreditation Association for Ambulatory Health Care (847)853-6060

Medicare Beneficiary Ombudsman <https://www.dhhs.nh.gov/about-dhhs/office-ombudsman> for state or <https://www.medicare.gov/basics/your-medicare-rights/get-help-with-your-rights-protections> for federal.