

## **PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES**

The Surgical Suites provides care to persons suffering any illness or disability, pertaining to the eye, engages in educational and scientific research, and participates in activities promoting the general health of the community.

### **PATIENT'S RIGHTS**

#### **1. Respectful and Supportive Care:**

The patient has the right to access medical care which is considerate and respectful of his/her personal values and beliefs. The patient has the right to be treated in a safe and secure setting, free from abuse or threat.

#### **2. Information About Treatment:**

The patient has the right to be informed of his/her diagnosis, treatment, prognosis, and proposed procedures including the risks involved, in terms that they understand. The patient has the right to know the possible length of recovery, any medically reasonable alternatives, risks or benefits. The patient has the right to know the names and roles of people treating him/her. The patient or his/her authorized representatives, has the right to obtain information in his/her medical record within a reasonable time frame, within the limits of the law.

#### **3. Participation in Care Planning:**

The patient has the right to make informed decisions regarding his/her care, to be told of his/her health status and to be a part of care planning and treatment. The patient has the right to decide if family members will participate in his/her care. The patient has the right to be involved in ethical questions that arise regarding his/her care and to refuse treatment, including withholding resuscitative services, forgoing or withdrawal of life sustaining treatment to the extent permitted by law.

#### **4. Right to Treatment:**

The patient has the right to access care as long as that care is within the ASC's capacity, mission and policies. The patient has the right to be involved in post-discharge decision and to be told of any services in which the ASC has an interest, including educational institutions, home health agencies or insurers. When the ASC cannot provide the care a patient needs, the staff will fully inform the patient of other choices for care. If it is necessary and medically advisable, the ASC may transfer the patient to another facility as long as the transfer is accepted by the receiving facility.

#### **5. Informed Consent:**

The patient has the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment requiring such consent, except in life threatening emergencies. The patient, his/her family, has the right to explanations regarding expected benefits, risks and alternatives to the proposed treatment or procedure prior to providing informed consent. The patient has the right to know of any medically significant alternatives for care or treatment.

## **6. Research:**

The patient has the right to consent or refuse to participate in proposed research studies affecting care and treatment and to have those studies fully explained prior to consent. Any refusal to participate will not compromise a patient's access to other ASC services.

## **7. Advance Health Care Directives:**

An "advance directive" is a general term that refers to your oral and written instructions about your future medical care, in the event that you become unable to speak for yourself. Each state regulates the use of advance directives differently. There are two types of advance directives: a living will and a medical power of attorney. If you would like to have a copy of the Official state advance directive forms, please visit online:

[www.hawaii.edu/uhelp/UHCDA/AdvDirFrms/AdvanceDirectiveBrochure.pdf](http://www.hawaii.edu/uhelp/UHCDA/AdvDirFrms/AdvanceDirectiveBrochure.pdf)

## **The Surgical Suites Advance Directive Policy:**

The majority of procedures performed at The Surgical Suites are considered to be of minimal risk. Of course, no surgery is without risk. You and your surgeon will have discussed the specifics of your procedure and the risks associated with your procedure, the expected recovery and the care after your surgery.

It is the policy of The Surgical Suites, regardless of the contents of any advance directive or instructions from a health care surrogate or attorney in fact, that if any adverse event occurs during your treatment at the Surgical Suites, the personnel at the Surgical Suites will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.

## **8. Ethical Issues/Care at the End of Life:**

The patient has the right to be involved in ethical questions that arise in the course of his/her care. Decisions about care at the end of life will be handled with respect and sensitivity.

## **9. Pain Management:**

The patient has the right to have appropriate assessment and management of pain when admitted to the ASC facility and throughout his/her short stay. The ASC plans, supports, and coordinates activities and resources to assure that every patient's pain is recognized and addressed.

## **10. Confidentiality:**

The patient has the right to confidentiality of all communications and records about his/her care. The patient has the right to be informed of the ASC's confidentiality practices as required by law. Medical records and all other information will be kept confidential unless disclosure is required by law, written consent or allowed within the limits of the law.

## **11. Privacy:**

The patient has the right to every consideration of privacy in the outpatient setting. Case discussion, consultation, examination, and treatment will be conducted so as to protect each patient's privacy.

**12. Concerns and/or Grievances:**

The patient has the right to receive a written statement of his/her rights. The patient has the right to know his/her doctor has a financial interest in The Surgical Suites. Patients who have a concern or grievance regarding The Surgical Suites, including but not limited to, decisions regarding admission, treatment, discharge, denial or services, quality of services, courtesy of personnel or any other issue are encouraged to contact the administrator or write a statement to:

Administrator

The Surgical Suites, LLC, 1100 Ward Ave, Suite 1001, Honolulu, HI 96814

The patient may also send concerns and/or grievances to the address:

Office of Healthcare Assurance, 601 Kamokila Blvd. Room 395, Kapolei, HI 96707

Medicare patients should visit the website below to understand your rights and protections:

<http://www.cms.gov/center/ombudsman.asp>.

**13. Cultural and Religious Beliefs:**

The patient has the right to express spiritual beliefs and cultural practices, as long as these do not harm others or interfere with treatment.

**14. Communication Support:**

The patient has the right to effective communication.

**Electronic Communication and Forms (One Medical Passport):**

For patient convenience, The Surgical Suites may provide pre-operative instructions, forms, notices, and communications electronically through One Medical Passport (OMP), as well as by email or text message when permitted by law. Patients may review and complete forms at home prior to their procedure. Alternative formats and assistance are available upon request.

**15. Protective Services:**

The patient has the right to access protective services.

**16. Restraints:**

The patient has the right to be free from chemical or physical restraints and seclusion except as authorized by a physician or in any emergency when necessary to protect the patient or others from injury. If restraints are indicated, the least restrictive method will be used in accordance with ASC policy and patients must be continuously monitored.

**17. Billing Explanation:**

The patient has the right to a detailed billing explanation and to receive, examine and obtain an itemized bill, regardless of source of payment. The patient may question charges associated with billing and will be advised of the availability of financial assistance if appropriate.

## **PATIENT RESPONSIBILITIES**

1. The patient has the responsibility to participate in their own health care decisions.
2. The patient has the responsibility to be as accurate and complete as possible when providing medical history and treatment information. It is the responsibility of the patient, family or designated representative to assure that a current copy of the patient's Advance Health Directive is provided to the ASC, should the patient have one.
3. The patient has the responsibility to inform his/her physician or nurse if he/she has questions or concerns regarding treatment. The patient has the responsibility to follow his/her physician's advice regarding health care requirements. The patient is responsible for notifying his/her physician or other health care provider if the designated treatment plan cannot be followed.
4. The patient, his/her family, and friends have the responsibility for following the ASC's rules and regulations including smoking policies, being considerate of other patient's privacy and control of noise.
5. The patient, his/her family, and friends have the responsibility to behave considerately and appropriately with the ASC personnel. If a patient is intentionally disruptive, verbally or physically, they may be referred elsewhere for non-urgent care, once their treatment is completed.
6. The patient has the responsibility to cooperate with the ASC by providing complete, timely insurance information and making payment arrangements on any balances.

### **Optional Online Access**

For your convenience, additional patient information and forms are available on our website. You may access this information at any time by visiting [www.thesurgicalsuites.org](http://www.thesurgicalsuites.org) or by scanning the QR code below.



**Patient Information &  
Documents  
TSS Website**