



PATIENT'S STATEMENT OF RIGHTS AND RESPONSIBILITIES

The staff of LOS Surgery Center recognizes you have rights while a patient receiving medical care. In return, there are responsibilities for certain behavior on your part as the patient. This statement of rights and responsibilities is posted in our facility in at least one location that is used by all patients.

Your rights and responsibilities include:

A patient, patient representative or surrogate has the *right* to :

- Receive information about rights, patient conduct, and responsibilities in a language and manner that is understandable to the patient, their representative, or surrogate.
- Be treated with respect, consideration, and dignity.
- Be provided appropriate personal privacy.
- Have disclosures and records treated confidentially, with the opportunity to approve or refuse the release of records, except when required by law.
- Be given the opportunity to participate in decisions regarding their health care, except when participation is contraindicated for medical reasons.
- Receive care in a safe setting.
- Be free from all forms of abuse, neglect, or harassment.
- Exercise rights without discrimination or reprisal, with impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical disability, or source of payment.
- Voice complaints and grievances without reprisal.
- Be provided complete information about diagnosis, evaluation, and treatment, and know who is providing services and who is responsible for care. When the patient's condition makes it inadvisable or impossible, this information will be provided to a designated person or a legally authorized representative.
- Exercise rights and respect for property and persons, including the right to voice grievances regarding treatment or care that is (or fails to be) furnished, without reprisal.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Have a person appointed under State law to act on the patient's behalf if the patient is adjudged incompetent by a court of proper jurisdiction. If not adjudged incompetent by a court, any legal representative designated by the patient in accordance with State law may exercise the patient's rights as allowed by law.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of this action.
- Know if medical treatment is for experimental research purposes and give consent or refusal to participate in such research.
- Have the right to change providers if other providers are available.
- Receive a prompt and reasonable response to questions and requests.
- Know what patient support services are available, including interpreter services if the patient does not speak English.
- Receive, upon request prior to treatment, a reasonable estimate of charges for medical care and know if the facility accepts the Medicare assignment rate.
- Receive a copy of a clear and understandable itemized bill and, upon request, have charges explained.
- Formulate advance directives and appoint a surrogate to make healthcare decisions on their behalf, as permitted by law, and provide a copy to the facility for placement in the patient's medical record.

- Know the facility's policy on advance directives.
- Be informed of the names of physicians who have ownership in the facility.
- Have properly credentialed and qualified healthcare professionals providing patient care.

A patient, patient representative or surrogate is *responsible* for:

- Provide a responsible adult to transport home and remain with them for 24 hours, unless exempted by the provider.
- Provide accurate and complete information about their health, including complaints, past illnesses, hospitalizations, medications, allergies, and sensitivities.
- Accept personal financial responsibility for charges not covered by insurance.
- Follow the treatment plan recommended by the healthcare provider.
- Be respectful of healthcare providers, staff, and other patients.
- Provide information about a durable power of attorney, healthcare surrogate, or other advance directives.
- Acknowledge their actions if refusing treatment or not following provider instructions.
- Report unexpected changes in their condition to the healthcare provider.
- Communicate whether they understand the course of action and what is expected of them.
- Keep appointments.

COMPLAINTS

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the Administrative Director at the surgery center. Or, you can call

337-889-3001

We want to provide you with excellent service, including answering your questions and responding to your concerns.

You may also choose to contact the licensing agency of the state:

Louisiana Department of Health, Health Standards Section

P.O. Box 3767 Baton Rouge, Louisiana 70821-3767

866-280-7737

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800- MEDICARE (1-800-633-4227), or online at:
<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help you need to understand your Medicare options and to apply your Medicare rights and protections.