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## PATIENT RIGHTS AND RESPONSIBILITIES

### Rights:

At the center, we believe that our patients have the following rights:

- a. Patients may expect the facility to meet all Federal, State, Territory, and program requirements for the support and protection of basic human, civil, constitutional and statutory rights of patients.
- b. Patients may expect privacy and safe physical surroundings while in the surgical center.
- c. Patients may expect to be treated courteously, with respect and dignity by all who provide services.
- d. Patients may expect all information, communication and records related to his/her care will be treated confidentially.
- e. Patients should know what treatment and procedures his/her doctor is recommending. Each patient will receive complete and current information concerning his/her diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. Patients may ask questions and receive answers about his/her care.
- f. Patients will be instructed how to continue his/her care after he/she leaves surgical center.
- g. Patients may expect that all personnel providing services will be current in their knowledge and skills and be licensed or certified if required.
- h. Patients may review a copy of his/her bill regardless of who pays for the services. Patients may receive an itemized copy of his/her account statement, upon request.
- i. Patients will be informed of the charges for services, eligibility for third-party reimbursements and when applicable, the availability of free or reduced cost cares.
- j. Patients will not be discriminated against in his/her care on the basis of race, color, sexual orientation, marital status, national origin, disability, age, sex, religion, handicap or sponsor.
- k. Patients will be informed of provisions for off-hour emergency coverage.
- l. Patients will be informed of the services available at the center.
- m. Patients have a right to have a surrogate ( parent, legal guardian, person with medical power of attorney) exercise patients rights

when he/ she is unable to do so, without coercion, discrimination, or retaliation.

- n. Patients may have access to his/ her medical record.
- o. Patients have the right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/ her access to services.
- p. Patients have a right to know the reasons for his/ her either inside or outside the facility.
- q. Patients shall receive information necessary to give informed consent prior to the start of any non-emergency procedure or treatment or both. An informed consent shall include the provision of information concerning the specific procedure or treatment, the reasonably foreseeable risks involved, and alternatives for care or treatment, if any, in a manner permitting the patient to make a knowledgeable decision to:

- \* Refuse treatment to the extent permitted by law and to be fully informed of the medical consequences;

- \* Refuse to participate in experimental research

- r. Patients have a right to know the relationship(s) of the facility to either persons
- s. Patients have a right to be free from unnecessary use of physical or chemical restraint and/ or seclusion as a means of coercion, convenience or retaliation.
- t. Patients have the right to have pain treated as effectively as possible.
- u. Patients have a right to be informed of the source of the facility's reimbursement for his/ her care and any limitations or constraints.
- v. Patients have a right to exercise advanced directives regarding decision at the end of life in accordance with Federal and State Patient Determination Act.
- w. The patient has a right to voice grievances and recommend changes in policy and services to the center's staff, the Administration and the West Virginia Department of Health without fear of reprisal;

- \*Express complaints about the care and services provided and to have the center investigate such complaints. The center is responsible for providing a written response within thirty (30) if requested by the patient indicating the findings of the investigation.

- x. Patient may approve or refuse the release or disclosure of the contents of his/her medical record to any health –care practitioner and /or health-care facility except as required by law or third party payment contract.
- y. Each patient will be informed by the nursing staff of their rights and responsibilities, by receiving a copy of this policy. This is documented in the medical record.

- z. This policy will be prominently posted in patient care areas.

**Responsibilities:**

At the center, we believe that our patients have the following responsibilities:

- a. Patients are responsible for providing information about past illnesses, hospitalizations, medications, and other matters related to health status. To participate effectively in decision making, patients are to take responsibility for asking for additional information or an explanation about their health status or treatment when they do not fully understand information and instruction.
- b. Patients are also responsible for ensuring that the health care institution has a copy of their written advance directive if they have one.
- c. Patients are responsible for telling their doctors and other caregivers if they expect problems in following prescribed treatment.
- d. Patients should be aware of the center's duty to be reasonably efficient and fair in providing care to other patients and the community. The center's rules and regulations are intended to help the center meet this responsibility. Patients and their families are responsible for making reasonable accommodations to the needs of the center, other patients, medical staff, and the center's employees.
- e. Patients are responsible for giving necessary information for insurance claims and for working with the center to make payment arrangements, when necessary.
- f. A person's health depends on much more than health care service. Patients are responsible for recognizing the impact of their lifestyle on their personal health.

Any patient that feels his/her rights have been violated can report the infraction to the Administrator of TSSC in writing or in person.

Administrator  
1006 Tavern Road  
Martinsburg, WV 25401

Any employee of TSSC that witnesses any violation of patient rights must intervene immediately and report the infraction to the Administrator.

