

## Rights and Respect for Property and Person

### *The patient has the right to:*

- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice grievance regarding treatment or care that is or fails to be furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information

## Privacy and Safety

*The patient has the right to* personal privacy, receive care in a safe setting, and be free from all forms of abuse or harassment.

## Advance Directives

**You have the right to information regarding advanced directives, this facility's policy on advanced directives, and information regarding state regulations (Chapter 765, Florida Statutes) concerning advance directives.**

Surgery Center of Melbourne respects the right of patients to make informed decisions regarding their care. The center has adopted the position that an ambulatory surgery center setting is not the most appropriate setting for end of life decisions. Therefore, it is the policy of this surgery center that in the absence of an applicable properly executed Advance Directive, if there is deterioration in the patient's condition during treatment at the surgery center, the personnel at the center will initiate resuscitative or other stabilizing measures. The patient will be transferred to an acute care hospital where further treatment decisions will be made.

If the patient has Advance Directive which have been provided to SCM that will impact resuscitative measures being taken, we will discuss the treatment plan with the patient and his/her physician to determine the appropriate course of action to be taken regarding the patient's care.

When a person becomes unable to make decisions due to a physical or mental change, they are considered incapacitated. To ensure that an incapacitated person's decisions about health care will still be respected, the Florida legislature enacted legislation pertaining to health care advance directives (Chapter 765, Florida Statutes).

The Law recognizes the right of a competent adult to make an advance directive instructing his or her physician to provide, withhold, or withdraw life-prolonging procedures; to designate another individual to make treat decisions if the person becomes unable to make his or her own decisions; and/or to indicate the desire to make an anatomical donation after death. The state rules that require this include 58A-2.0232, 59A-3.254, 59A-4.106, 59A-8.0245 and 59A-12.013,

Advance Directives:

1-888-419-3456

<http://www.floridahealthfinder.gov>

## Submission and Investigation of Grievances:

If you have a problem or complaint, please speak to one of our Staff to address your concerns. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances submitted, investigated and to receive a written notice of the actions taken. If you have a grievance, you may contact the following individuals or agencies:

### **Lauren Moreth, RN, Center Director**

1401 South Apollo Blvd, Suite B.

Melbourne, Florida 32901

321-725-5151

### **The Florida Agency for Healthcare Administration**

2727 Mahan Drive

Tallahassee, Florida 32308

1-888-419-3456

State website: <http://acha.myflorida.com>

AAAHC (847)853-6060 or email: [info@aaahc.org](mailto:info@aaahc.org)

3 Parkway North Blvd.

Suite 201

Deerfield, IL 60015

**In the event the patient decides not to use internal grievance process. The Medicare Beneficiary Ombudsman helps you with Medicare-related complaints, grievance, and information requests.**

**Medicare:** [www.medicare.gov](http://www.medicare.gov) or 1-800-MEDICARE

**Medicare Ombudsman:**

[www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

**Office of the Inspector General:** <http://oig.hhs.gov>

### **Physician Financial Interest and Ownership:**

The Center is owned, in part, by the physicians. The physician(s) who referred you to this Center and who will be performing your procedure(s) may have a financial and ownership interest. Patients have the right to be treated at another health care facility of their choice. We are making this disclosure in accordance with federal regulations.

**THE FOLLOWING PHYSICIANS HAVE A FINANCIAL INTEREST IN THE CENTER:**

**Peter Koretsky, MD**

**Adwait Jathal, MD**

By signing below, you or your legal representative acknowledge that you have received this information (verbally and in writing) in advance, read and understand it and have decided to have your procedure performed at this center.



**1401 South Apollo Blvd,  
Suite B.  
Melbourne, Florida 32901  
321-725-5151**

X \_\_\_\_\_  
Signature of Patient or Patient's Legal Representative

\_\_\_\_\_  
DATE

**PLEASE BRING THIS FORM  
WITH YOU ON  
THE DAY OF YOUR  
PROCEDURE**

Label for Medical Records

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISION REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE PRIOR TO THE PROCEDURE/SURGERY.

**Patient's Rights:**

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.

A patient has the right to a prompt and reasonable response to questions and requests.

A patient has the right to know who is providing medical services and who is responsible for his or her care.

A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

A patient has the right to bring any person of his or her choosing to the patient-accessible areas of the healthcare facility or provider's office to accompany the patient while the patient is receiving treatment or is consulting with his or her health care provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or cannot be reasonably accommodated by the facility or provider.

A patient has the right to know what rules and regulations apply to his or her conduct.

A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

A patient has the right to be informed of their right to change providers if other qualified providers are available.

A patient has the right to refuse any treatment, except as otherwise provided by law.

A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment; whether the health care provider or healthcare facility accepts the Medicare assignment rate.

A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.

A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf. If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

**Patient's Responsibilities:**

The patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.

The patient is responsible for reporting unexpected changes in his or her condition to the health care provider.

The patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

A patient is responsible for following the treatment plan recommended by the health care provider.

A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.

A patient is responsible for his or her actions should he or she refuses treatment or does not follow the health care provider's instructions.

A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

A patient is responsible for being respectful of all the healthcare professionals and staff, as well as other patients.

The patient is responsible to provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.

**Statement of Nondiscrimination:**

The Surgery Center of Melbourne complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

The Surgery Center of Melbourne cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

The Surgery Center of Melbourne respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

The Surgery Center of Melbourne 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

**If you need an interpreter:**

If you will need an interpreter, please let us know and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.