



Patients receiving care in the ambulatory surgery setting have a right to the following:

- Access to care
- Patients have the right to access necessary surgical and/or procedural interventions that are medically indicated.
- Patients, family members, and/or designees are included in ethical discussions of and decisions affecting the patient's care.
- Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients and/or support persons
- Respectful and considerate care
- Patients will be treated with respect, compassion, and consideration in a clean and safe environment.
- Patients are treated with dignity and without discrimination on the basis of race, color, religion, sex, national origin, disability, sexual orientation, or source of payment.
- The patient has the right to be free of restraint except when indicated to protect the patient or others from injury.
- Privacy and confidentiality
- Patients have the right to every consideration of personal privacy.
- Any patient case discussion, consultation, examination, and treatment will be conducted so as to protect each patient's privacy.
- Information about treatment
- Patients have the right to information about their illness, treatment options, and potential outcomes.
- Patients will receive information as necessary to provide informed consent for any planned procedure.
- Patients have the right to consent or decline in research affecting their care.
- Communication aids (i.e., interpreters, pictures, sign language, etc.) are provided to patients who have language barriers.
- Patients have the right to information prior to the day of services regarding the center's fees for services and payment policies.
- Refusal of Care
- Patients have the right to refuse care to the extent provided by law and to be informed of the potential consequences of this refusal.

Patients who are recipients of health care services are responsible for the following:

- Communication
- Patients are responsible for providing accurate and complete information regarding their health status, medical history, and current medications.
- Patients are responsible for reporting any change in their condition during the present course of treatment and recovery.
- Patients are responsible for participating in care decisions and for asking questions when they do not understand the information provided.
- Respecting others
- Patients have the responsibility to be considerate of others, including health care providers, and to respect their rights, privacy, and property.
- Participation
- Patients are responsible for adhering to the plan of treatment by following instructions, participating in his/her care, keeping appointments, and cooperating with care providers who assist with carrying out the plan(s) of care.
- Patients are responsible for recognizing the effect of lifestyle choices on their personal health.



- Financial obligations
- Patients are responsible for providing complete and accurate third party payer information and meeting any outstanding financial obligations related to the services received.
- Collaboration and agreement of payment policies and fees for services will be documented.

PROCEDURE:

1. A copy of the Patient's Bill of Rights which details the patient's rights and responsibilities is posted in the reception area.
2. A copy of the Patient's Bill of Rights will be given to the patient prior to the day of surgery.
3. A Patient Satisfaction Survey form will be given to each patient.
4. A copy of all Facility Owners will be posted in the waiting room and provided to the patient prior to the day of surgery.
5. All staff will be oriented to Patients' Rights and Responsibilities.
6. Patient Brochures which are provided to the patient prior to the day of surgery disclose the following:
 - a. patients' rights and responsibilities,
 - b. physician ownership,
 - c. information regarding advance directives,
 - d. grievance procedure,
 - e. conditions for care and
 - f. Facility Nondiscrimination Policy.
7. Verbal information regarding Patient Rights, advance directives, grievance procedure and physician ownership will be provided to the patient prior to the day of surgery. If the facility is unable to reach the patient verbally, the information will be mailed or e-mailed to the patient.
8. If a patient indicates a grievance, follow-up will be addressed immediately by Facility management.
9. Postoperative or post-procedural instructions detail provisions for obtaining after-hours and emergency care.
10. A web site is available for patient information, if applicable.

IF YOU HAVE A GRIEVANCE, YOU MAY CONTACT:

NTTC Administrator may be reached at (972)528-6090

Or Texas Health and Human Services Ombudsman:

TTY: 1-888-425-6889 (Toll Free)

Fax Toll Free: 1-888-780-8099

Or Accreditation Association for Ambulatory Health Care (AAAHC)

complaints@aaahc.org

(P) 841-853-6060