

NORTHERN VIRGINIA EYE SURGERY CENTER

PATIENT RIGHTS and RESPONSIBILITIES

The patient has the right to be treated with respect, consideration and dignity.

The patient has the right to participate in decisions involving his/her care.

The patient has the right to obtain from their physician current and understandable information concerning their diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person on their behalf. The patient has the right to know the name of the physician responsible for coordinating their care.

The patient has the right to have an advance directive, such as a living will, health care proxy, or durable power of attorney for health care. Further, the patient has a right to expect that their advance directive will be honored to the extent permitted by law and the policies of the Northern Virginia Eye Surgery Center.

The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the possible medical consequences of their action. The Northern Virginia Eye Surgery Center will not withhold emergency treatment required to preserve the life of the patient, and/or facilitate their transfer to an acute care hospital.

Except in emergencies, when the patient lacks decision-making capacity and the need for treatment is urgent, the patient has the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person(s) who will implement the procedures and/or treatment.

The patient has the right to every consideration of privacy; case discussion, consultation, examination, and treatment are confidential. The patient has the right to expect all communications and records pertaining to their care will be treated as confidential unless reporting is permitted or required by law.

The patient has the right to obtain information about business relationships with other health care and educational institutions that may influence their treatment and care.

The patient has the right to be advised if the Center proposes to engage in or perform research studies or human experimentation affecting their care or treatment. The patient has the right to refuse to participate in such projects.

The patient has the right to expect reasonable continuity of care and to be informed by their physician, or a delegate of the physician, of the patient's continuing health care requirements following discharge.

The patient has the right to know the immediate and long-term financial implications of treatment choices.

The patient has the right to express any grievance or suggestion regarding their care. All grievances and suggestions may be directed to the Clinical Director of the Center at (703) 289 1290 ext. 3103.

The patient has the right to file a complaint with the Virginia Department of Health which is the agency responsible for ambulatory surgical center complaint investigation. Complaints may be registered with the department by calling (800) 955-1819 or (804) 367-2106, or by writing to: Complaint Intake, Office of Licensure and Certification, Virginia Department of Health, 9960 Mayland Drive, Suite 401, Henrico, Virginia 23233.

If you are a Medicare Beneficiary, the Office the Medicare Beneficiary Ombudsman ensures that you receive the information and help you need to understand your Medicare options, rights, and protections. Medicare beneficiaries may file a complaint or grievance with the Medicare beneficiary Ombudsman. You may call: (800)-MEDICARE and they will direct your inquiry to the Medicare Ombudsman. You may write to them at: Center for Medicare and Medicaid Services, 7500 Security Boulevard, Baltimore, MD 21244, or by using the following website: <https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>. A complainant may provide their name, address, and phone number to the Department or remain anonymous. All complaints are confidential.

RESPONSIBILITIES OF PATIENTS

- To provide complete and accurate information to the best of his/her ability about his/her health, past illnesses, hospitalizations, and use of medication, including over the counter products, dietary and herbal supplements, and any allergies or sensitivities.

- To follow the treatment plan prescribed by his/her surgeon and participate in his/her care.
- To have a responsible adult available to provide transportation home from our facility and to remain with you for 24 hours, if required by our surgeon.
- To inform his/her provider about any living will, medical power of attorney, or other directive that could affect his/her care.
- To accept personal financial responsibility for any charges not covered by his/her insurance provider.
- To ask questions when you do not understand information, instructions, or if you do not believe you can follow through with the treatment prescribed by your physician.
- To be considerate of the rights and property of other patients, all health care providers, and Northern Virginia Eye Surgery Center personnel.

The Center has the right to refuse care to or dismiss a patient from care in the event they are Disruptive, uncooperative, and belligerent or physically threatening to the staff or other patients. In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violation of the above, please contact The Clinical Director of the Northern Virginia Eye Surgery Center at (703) 289 1290 ext. 3103.