

PATIENTS' RIGHTS AND RESPONSIBILITIES

Revised 12/2021

JEV Plastic Surgery & Medical Aesthetics has an organizational, legal, and ethical responsibility to respect patients' rights, provide considerate and respectful care, affirm patients' rights to make decisions, assist and inform patients regarding their care, billing practices, marketing practices, admission and discharge practices, the code of ethical behavior, and policies related to conflict of interest and protection of personal information, including personal health information.

The care a patient receives depends partially on the patient himself/herself. In addition to patient rights, a patient has certain responsibilities as well. These responsibilities are presented to you, the patient, in the spirit of mutual trust and respect.

This facility and medical staff have adopted the following list of a patient's rights and responsibilities.

The patient has the right to:

- Patients are treated with respect, consideration, and dignity. Patients will receive treatment free of all forms of abuse and harassment.
- Patients are provided appropriate privacy and care in a safe setting. Reasonable attempts will be made for health care professionals and other staff to communicate in the language or manner primarily used by the patient.
- Patient disclosures and records are treated confidentially, and except when required by law, patients are given the opportunity to approve or refuse their release. Patients have the right to review and copy their medical record and request that the facility change their record if it is not accurate, relevant, or complete. The center will comply with the HIPAA health information privacy and security rule.
- Patients are provided with complete information regarding their diagnosis, evaluation, treatment options and prognosis. Patients are given the opportunity to participate in decisions regarding their health care, except when such participation is contraindicated for medical reasons. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Patients have the right to change providers if other qualified providers are available or leave the center even against the advice of physicians.
- Patients have the right to effective pain management, which includes physical, social, psychological and spiritual pain management in their care.
- Information is readily available to patients and staff concerning:

Patient conduct and responsibilities;
services available at the center and fees for those services and payment policies;
policies regarding advanced directives, as required by state or federal law and regulations; provisions for after-hours and emergency care;
the patient's right to refuse to participate in experimental research; disclosure of physician financial interest or ownership; and the credentials of the center's health care professionals.

• Patients have the right to a fair, fast, and objective review of any complaint they may have. This includes complaints about waiting times, operating hours, the conduct of healthcare personnel, and the adequacy of the facility. The procedure for expressing suggestions and grievances will be explained to the patient. Complaints can also be reported to:

Office of Health Care Quality
MMM Dept. of Health and Mental Hygiene
Spring Grove Center/Bland Bryant Building
55 Wade Avenue
Catonsville, Maryland 21228
www.dhmh.maryland.gov/ohcq
OR
CMS at www.cms.hhs.gov/center/ombudsman.asp

_____ Initials

PATIENT RESPONSIBILITIES:

- Provide accurate and complete information, to the best of his/her ability, concerning his/her present condition or complaints, past medical history, and other matters about his/her health, including but not limited to medications including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Discuss expectations regarding pain and pain management. Discuss pain relief options with your doctor and nurses. Ask for pain relief when pain first begins. Help the doctor and nurses assess your pain. Tell the doctor or nurse if your pain is not relieved and tell your doctor or nurse about any worries you have about taking pain medications.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for informing his/her provider about any living will, medical power of attorney or other directive that could affect his/her care.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so. As stated in our Patient Agreements there may be a fee associated with a cancellation less than 24hrs up to the cost of the treatment.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures, including providing a responsible adult to transport him/her home following a surgical procedure and remaining with him/her for 24 hours.
- The patient is responsible for being respectful and considerate of the rights of other patients and facility personnel and for his/her personal property and that of other persons in the facility.

For more information on Advanced Directives and to obtain forms contact the Office of the Attorney General of Maryland by phone at 410-576-7000 or on the web at www.oag.state.md.us then click on Advanced Directives/Living Wills.

Grievance Policy

To make suggestions to the organization and/or to express grievances about any aspect of your experience with the Center, please contact the Center by phone at 410-484- 8860 or write to:

Carrie Houssock, MD
4 Park Center Court, Suite 100
Owings Mills, MD 21117

As a Medicare certified facility, you may also contact them at:

www.medicare.gov/ombudsman/resources.asp

or by calling

1-800-MEDICARE

Program Manager

Office of Healthcare Quality

55 Wade Avenue

Catonsville, MD 21228

410-402-8040

1-800-492-6005

Disclosure:

The JEV Surgery Center owned by Dr. Carrie Houssock. Although the Center is an appropriate site for many procedures, there are many other facilities in the area where such procedures could be done. If your doctor recommends that your procedure be done at the Surgery Center and you would rather have your procedure done elsewhere or by another physician, you have the right to do so.

Patient Signature _____ Date : _____