



Patient Rights

1. The right to be informed of these rights, as evidenced by the patient's written acknowledgement or by documentation by staff in the medical record that the patient was offered a written copy of these rights and given a written or verbal explanation of these rights, in terms the patient could understand. The facility shall have a means to notify patients of any rules and regulations it has adopted governing patient conduct in the facility.
2. The right to be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate.
3. The right to be informed if the facility has authorized other health care and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and to refuse to allow their participation in the patient's treatment.
4. The right to receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and expected result(s). If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to the patient's next of kin or guardian. This release of information to the next of kin or guardian, along with the reason for not informing the patient directly, shall be documented in the patient's medical record.
5. The right to participate in the planning of the patient's care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record.
6. The right to be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with law, rule and regulation. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices.
7. The right to voice grievances or recommend changes in policies and services to facility personnel, the governing authority, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal;
8. The right to be free from mental and physical abuse, free from exploitation, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel;
9. The right to confidential treatment of information about the patient. Information in the patient's medical record shall not be released to anyone outside the facility without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the Department for statutorily authorized purposes. The facility may release data about the patient for studies containing aggregated statistics when the patient's identity is masked;
10. The right to be treated with courtesy, consideration, respect, and recognition of the patient's dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when facility personnel are discussing the patient;
11. The right to not be required to perform work for the facility unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, State, and Federal laws and rules;

12. The right to exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient;
13. The right to not be discriminated against because of age, race, religion, sex, nationality, or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the facility.
14. To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care in accordance with N.J.A.C. 8:43E-6.
15. The right to quality care and treatment given with respect, consideration and dignity.
16. The right to be informed of patient responsibilities, conduct, and ASC rules affecting the patient's treatment.
17. The right to discharge instructions, including information about after hours' care.
18. The right to receive the policy on advance directives, and living wills in the facility and to be given information upon request.
19. The right to receive information on this ASC's non participation in advanced directives.
20. The right to knowledge of the medical staff credentialing process, upon request.
21. The right to truthful marketing or advertising utilized by the facility.
22. The right to understand and sign an Informed Consent form before receiving care
23. The right to appropriate assessment and management of pain.
24. The right to leave the facility against the advice of his/her physician.
25. If your concerns regarding your patient rights have not been addressed to your satisfaction, you have the right to file a grievance. If you want to file a grievance with the facility which provides your medical service, you may do so by writing to the Quality improvement department at the specific facility below or by calling:

The Surgery Center at Hamilton
Suite 101
1445 Whitehorse-Mercerville Road
Hamilton, NJ 08619
(609)689-4820

The grievance committee will review each grievance and provide you with a timely written response

26. You also have the right to file a complaint with the state Department of Health and Human Services regardless of whether you use the facilities grievance process. The State of New Jersey Department of Health and Human Services address is:

Department of Health and Senior Services

P. O. Box 360, Trenton, NJ 08625-0360
Phone: (609) 292-7837
Toll-free in NJ: 1-800-367-6543

You may also contact the Medicare Beneficiary Office of Ombudsman at the following Web address:
www.cms.hhs.gov/center/ombudsman.asp