



Patient Rights (ASCs)

You have important rights and responsibilities as a patient; if someone else is making your healthcare decisions for you, that person will exercise your rights for you. We want you to be an active member of your care team and tell us what is important to you, so we can honor your personal preferences and values. We also need your help to make sure our surroundings are safe and healing. In order to do this, all the members of the healthcare team – including you and your visitors – must treat others with courtesy, respect, and dignity. By working together, we can make your experience remarkable!

You have the right to –

- ❖ Be involved and make informed decisions about your care, except in emergencies. If you are not able to make those decisions for yourself, a legally authorized person will make these decisions for you.
- ❖ Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- ❖ Get information about your care in a manner you understand. When it is not possible to give information to you, we will provide it to the person you designate or a legally authorized person.
- ❖ Refuse care.
- ❖ Have your pain managed.
- ❖ Make advance directives and have your medical wishes followed.
- ❖ Quality care in a safe setting.
- ❖ Know the names and the jobs of the people who care for you.
- ❖ Be treated with respect, consideration, and dignity.
- ❖ Be free from all forms of abuse, neglect, exploitation, harassment, discrimination, and reprisal.
- ❖ Respect for your culture, values, beliefs, and preferences.
- ❖ Personal privacy.
- ❖ Know when something goes wrong with your care.
- ❖ Visitors of your choice. We will tell you about any restrictions.
- ❖ Access language assistance services free of charge, including an interpreter when needed.
- ❖ Complain without fear and have your complaints reviewed.
- ❖ Privacy, confidentiality, and access to your medical information. The Notice of Privacy Practices describes your rights and our obligations related to medical information.
- ❖ Change providers, if other qualified providers are available.
- ❖ A detailed bill and an explanation of that bill.
- ❖ Information about resources to help pay for your healthcare. If you have questions about your bill, call 1-703-369-8300 or email us at NHSCCC@novanthealth.org
- ❖ Agree or refuse to allow pictures for purposes other than your care.

Your responsibilities are to –

- ❖ Share as much information with us as possible about your health, medications (including over-the-counter medications and dietary supplements), and any allergies or sensitivities.
- ❖ Follow your care instructions.
- ❖ Be an active partner in your healthcare. Ask questions.
- ❖ Have a responsible adult transport you home and stay with you for 24 hours, if required by your provider.
- ❖ Treat our team members, patients and visitors with respect.
- ❖ Give us a copy of your advance directive(s).
- ❖ Leave your valuables at home.
- ❖ Pay for your care.

Advanced Directive and Do Not Resuscitate Policies

- ❖ The Ambulatory Surgery Center has specific policies related to Advanced Directives and Do-Not-Resuscitate (DNR) orders that may require discussion with your surgeon and anesthesia provider PRIOR to your surgery. This discussion may include the possibility of temporary suspension of any previously created documents you have relating to the provision of healthcare if you become incapacitated or there is an emergency during your visit.
- ❖ Our advanced directives policies also outline that, if for some reason, the Ambulatory Surgery Center feels that they cannot comply with your wishes, you may be asked to reschedule your procedure to allow adequate time to discuss your preferences.

Comments, Complaints, Grievances

For comments, complaints, grievances, or to report safety concerns, you can directly contact:

- **Novant Health Patient Services at**
www.novanthealth.org/home/contact-center or
by calling 1-888-648-7999 (toll free). After normal business hours, leave a message and someone will return your call the next business day.
- **NC Division of Health Service Regulation**
2711 Mail Service Center
Raleigh, NC 27699-2711
(919) 855-4500
- **Medicare Beneficiary Ombudsman** The role of the Medicare beneficiary ombudsman is to ensure that Medicare beneficiaries receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protections.

Medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections
1-800-MEDICARE (1-800-633-4277)
TTY users should call 1-877-486-2048
- **Facilities accredited by The Joint Commission**
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1-800-994-6610
- **Facilities accredited by the Accreditation Association for Ambulatory Health Care**
5250 Old Orchard Rd, Suite 200
Skokie, IL 60077