

Patient Rights and Responsibilities are established with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his family, his physician, and the facility caring for the patient. The Center is committed to the promotion and protection of these rights. The patient rights will be provided to the patient or their representative in writing prior to the date of procedure. Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural, or physical handicap, personal value and/or belief systems.

PATIENT RIGHTS

The patient has the right to be informed of the Center's patient rights and responsibilities, as evidenced by the patient's written acknowledgement, or by documentation by Center 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 can understand prior to the date of service.

The patient has the right to be informed of services available in the Center, 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 Center and any charges for services not covered by sources of third-party payment or not covered by the Center's basic rate.

The patient has the right to be informed if the Center 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.

The patient has a right to receive from his/her physician(s) or clinical practitioner(s), and in terms the patient can understand, 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 this 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.

The patient has a right to change physicians, either primary or specialty, if he/she desires to do so.

The patient has a right to express a grievance or make suggestions, either verbally or in writing without repercussions.

The patient has a right to participate in the planning of his/her care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record.

The patient has a 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 laws, rules and regulations. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices.

The patient has a right to voice grievances or recommend changes in policies and services to Center personnel, the Center's Governing Body, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal.

The patient has a right to be free from mental, physical, sexual, verbal and neglectful 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 Center personnel.

The patient has the right to confidential treatment of his/her patient information. Information in the patient's medical record shall not be released to anyone outside the Center 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 New Jersey State Department of Health for statutorily authorized purposes. The Center may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.

The patient has the right to be treated with courtesy, consideration, respect, and recognition of his/her dignity, individuality, and the right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when Center personnel are discussing the patient.

The patient has a right to not be required to perform work for the Center 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.

The patient has 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.

The patient has a right to not be discriminated against because of age, race, religion, sex, disability, handicap, nationality, or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the Center.

The patient has the right to know what Center rules and regulations apply to his conduct as a patient, as outlined in the Patient Responsibilities statement.

The patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the healthcare provider or the Center accepts the Medicare assignment rate.

The patient has the right to quality of care and high professional standards that are continually maintained and reviewed.

The patient has the right to expect effective management to be implemented within the Center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.

PATIENT RIGHTS AND RESPONSIBILITIES REGARDING PAIN

Because the Center recognizes that pain control is an integral part of the plan of care for its patients, the Center has implemented the following rights and responsibilities related to the treatment of pain.

PATIENT RIGHTS REGARDING PAIN

The patient has a right to have his/her pain prevented and/or controlled adequately.

The patient has a right to have his/her pain questions answered freely.

The patient has a right to know what medication, treatment, or anesthesia will be given.

The patient has a right to know the risks, benefits and side effects of treatment.

The patient has a right to know what alternative pain treatments may be available.

The patient has a right to have his/her pain assessed on an individual basis.

The patient has a right to have his/her pain assessed, using a pain scale of 0 = no pain and 10 = worst pain.

The patient has a right to ask for changes in treatment if the pain persists.

The patient has a right to pain medication on a timely basis.

The patient has a right to a second opinion regarding his/her pain if desired.

PATIENT RESPONSIBILITIES REGARDING PAIN

The patient has a responsibility to ask questions in order to understand what to expect regarding pain management treatments.

The patient has a responsibility to work with his/her caregivers to develop a pain relief plan.

The patient has a responsibility to ask for pain relief as soon as the pain begins.

The patient has a responsibility to assist his/her caregivers with measurement of the pain.

The patient has a responsibility to notify his/her caregivers if the pain is not relieved.

The patient has a responsibility to discuss any cultural, spiritual, personal, and/or ethic beliefs that might effect or change the pain management plan.

PATIENT RIGHTS UNDER FEDERAL HIPAA REGULATIONS

The patient has a right to request restrictions on certain uses and disclosures. The Center is not required to agree to the restriction.

The patient has the right to receive confidential communications of patient information.

The patient has the right to inspect and copy his or her own patient records.

The patient has the right to request an amendment of patient information.

The patient has the right to receive an accounting by the Center of certain specific disclosures of patient information by the Center to the outside parties.

The patient has the right to receive a paper copy of the Center's Privacy Notice.

PATIENT RESPONSIBILITIES

The patient is responsible for providing to the healthcare provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, allergies, hospitalizations, Advance Directives, medications (including over-the-counter products and supplements), and other matters relating to his or her health.

The patient is responsible for reporting unexpected changes in his or her condition to the healthcare provider.

The patient is responsible for informing the Center if he or she does not fully understand the proposed care or what will be expected of them.

The patient is responsible for following the treatment plan recommended by the healthcare provider.

The patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the healthcare provider or the Center.

The patient is responsible for acknowledging when they do not understand a contemplated treatment course or care decision. A patient may refuse or limit care even if their decision adversely affects the outcome, as long as the patient is made aware of the consequences.

The patient is responsible for his or her actions if he or she refuses treatment or does not follow the healthcare provider's instructions.

The patient is responsible for assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.

The patient is responsible for following the Center rules and regulations affecting patient care and conduct.

The patient is responsible to provide a reliable adult to transport him/her home and remain with him/her for 24 hours, if required by his/her provider.

The patient and his/her family are responsible for showing consideration to other patients and to staff and responsible for helping to control noise, distractions and smoking.

The patient and his/her family are responsible for respecting the property of others and of the Center.

PATIENT RIGHTS REGARDING MARRIAGE AND CIVIL UNIONS

In compliance with P.L. 2006, c.103, the patient who is a partner in a civil union shall have the same rights as a spouse in a marriage and is guaranteed the right to medical care and treatment, visitation, and any rights guaranteed to a patient.

PATIENT RIGHTS REGARDING OWNERSHIP

The Center will provide to the patient in writing a listing of physician financial ownership for the Center prior to the date of the procedure.

PATIENT RIGHTS REGARDING ADVANCE DIRECTIVES

As required by the New Jersey Department of Health, the Center will ask the patient if they have an Advance Directive (Living Will), and if so will be placed in the medical record if the patient desires it. However, during the patient's care at the Center, the patient's specific wishes related to the Advance Directive may be suspended if their physician deems it to be in the patient's best interest.