

Village Specialty Surgical Center

Patient Bill of Rights

1. Patients have the right to be treated with dignity, consideration, and respect.
2. Patients have the right to obtain from their physician complete and current information regarding diagnosis, treatment and prognosis, and to participate in care decisions. In these situations, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
3. Patients have the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment.
4. Patients have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such action.
5. Patients have the right to every consideration of privacy concerning their own medical care program.
6. Patients have the right to expect that all communication and records pertaining to their care be treated as confidential, except when required by law patients are given the opportunity to approve or refuse their release.
7. Patients have the right to expect that within its capacity a surgical center must make reasonable response to the request of a patient for services.
8. Patients have the right to obtain information as to any relationship between the surgical center and other health care and educational institutions insofar as patient care is concerned.
9. Patients have the right to be advised if the surgical center proposes to engage in or perform human experimentation affecting their care of treatment and to refuse to participate in such research projects.
10. Patients have the right to expect reasonable continuity of care and that clinical decision-making is without regard to business relationship with other providers.
11. Patients have the right to examine and receive an explanation of their surgical center bill regardless of the source of payment. Billing questions or complaints may be directed to 210-477-1775.
12. Patients have the right to know what surgical center rules and regulations apply to their conduct as a patient.
13. Patients have the right to formulate advance directives and to appoint a surrogate healthcare decision maker.
14. Patients (or their surrogates) have the right to participate in the consideration of ethical issues that may arise in the course of patient care.
15. Patients have the right to change primary or specialty physicians or dentists if other qualified practitioners are available.
16. Patients have the right to expect truthful marketing and advertising regarding the center's competence and capabilities.
17. The patient has the right to information on voicing suggestions, complaints or grievances including those required by state and federal regulations. Complaints and grievances may be addressed to:

Misty Walton Administrator 8715 Village Dr., Suite 200 San Antonio, TX. 78217 210/477-1775	Paula Moore, ADMIN.ASST.IV PQCU-MC1979 TX Dept of State Health Services PO Box 149347 Austin, TX 78714-9347 Fax: 512/834-6653	Medicare Beneficiary Ombudsman www.cms.hhs.gov/center/ombudsman.asp
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Patient Responsibilities

1. Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications including over the counter, allergies or sensitivities, and other matters relating to health.
2. Patients have the responsibility to follow the treatment plan. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
3. Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.
4. Patients are responsible to be knowledgeable about their health plans and for assuring that the financial obligations of their health care are fulfilled as promptly as possible.
5. Patients are responsible for following surgical center rules and regulations affecting patient care and conduct.
6. Patients are responsible for being considerate of the rights of other patients and surgical personnel, and for assisting in the control of noise, smoking and the number of visitors. Patients are responsible for being respectful of the property of other persons and of the surgery center.