

Policies and Procedures: Patient Rights and Responsibilities (Policy)	Effective Date: 03/10/2021 Review Date: V4 9-2025
Department: Administration	Approved By: Governing Board
AAAHC V44: PRR.440,, 440.30 PRR.100.10	

PURPOSE

To demonstrate respect for patient rights and to promote ethical working relationships with the public.

POLICY

The Raleigh Neurosurgical and Spine Surgery Center Statement of Patient Bill of Rights will be posted and available to the patient. All patients will be informed of their rights during the preoperative counseling process and, when requested by a patient, the statement will be discussed with the patient by a qualified staff member.

Raleigh Neurosurgical and Spine Surgery Center will provide the patient or the patient’s representative with verbal and written notice of the patient’s rights in advance of the date of the procedure in a language and manner that the patient or patient’s representative will easily understand. Services are provided by the Center free of charge for preferred language, hearing and visual impaired. The Patient’s Rights and Responsibilities are also posted in the lobby in a location that is visible to all patients and visitors.

All staff will attend orientation and in-service programs on patient rights.

As a Patient, You have the Right to:

- Receive access to equal medical treatment and accommodations regardless of race, creed, sex, national origin, religion, or sources of payment for care.
- Be fully informed and have complete information, to the extent known by the physician, regarding diagnosis, evaluation, treatment, procedure, and prognosis, as well as the risks, side effects, and expected outcomes associated with treatment and procedure prior to the procedure.
- To give or withhold informed consent, participate in making decisions about his/her care, treatment, or services.
- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice grievances regarding treatment or care that are (or fails to be) provided.
- Personal privacy, at check-in, during evaluation and in treatment areas.
- Receive care in a safe setting and be treated with dignity.
- Be free from all forms of abuse, exploitation, or harassment.
- Receive the care necessary to regain or maintain his or her maximum state of health and if necessary, cope with death.
- Receive notice of their rights prior to the surgical procedure in verbal and written notice in a language and manner that ensures the patient, or the patient's representative, or the patient’s surrogate, understand all the patient’s rights.
- Expect personnel who care for the patient to be friendly, considerate, respectful, and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of services.
- Be fully informed of the scope of services available at the facility, provisions for after-hour care and related fees for services rendered.

- Be a participant in decisions regarding the intensity and scope of treatment. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or patient's surrogate or other legally designated person.
- Make informed decisions regarding his or her care.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. The patient accepts responsibility for his or her actions including refusal of treatment or not following the instructions of the physician or facility.
- Approve or refuse the release of medical records to any individual outside the facility, or as required by law or third-party payment contract.
- Be informed of any human experimentation or other research/educational projects affecting his or her care of treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
- Express grievances/complaints and suggestions at any time and to have those reviewed by the organization.
- Access to and/or copies of his/her medical records.
- Be informed as to the facility's policy regarding advanced directives/living wills.
- Be fully informed before any transfer to another facility or organization and ensure the receiving facility has accepted the patient transfer.
- Express those religious, spiritual beliefs, personal, cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
- Expect the facility to agree to comply with Federal Civil Rights Laws that assure it will provide interpretation for individuals who are not proficient in English.
- Have an assessment and regular assessment of pain.
- Education of patients and families, when appropriate, regarding their roles in managing pain.
- To change providers if other qualified providers are available
- If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state laws may exercise the patient's rights to the extent allowed by state law.

PATIENT RESPONSIBILITIES

- Be respectful and considerate of other patients and personnel and for assisting in the control of noise, eating and other distractions.
- Respecting the property of others and the facility.
- Reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- Keeping appointments and, when unable to do so for any reason, notifying the facility and physician.
- Providing care givers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, including over-the-counter products and dietary supplements, any allergies or sensitivities, unexpected changes in the patient's condition, or any other patient health matters.
- Follow the treatment plan prescribed by his/her provider and participate in his/her care.

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Chapter 1: Patient Rights

- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Observing prescribed rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeit of care at the facility.
- Promptly fulfilling his or her financial obligations to the facility and accept personal financial responsibility for any charges not covered by his/her insurance.
- Identifying any patient safety concerns.

PATIENT COMPLAINT OR GRIEVANCE: To report a complaint or grievance, you can contact the facility Administrator by phone at 984-884-1600 or by mail at:

Raleigh Neurosurgical and Spine Surgery Center
5241 Six Forks Road, Ste 200
Raleigh, NC 27609

AAAHC 847-853-6060 or Complaints@aaahc.org
AAAHC-Complaints, 3 Parkway North, Suite 201, Deerfield, IL 60015

Complaints and grievances may also be filed through:

NC Department of Health and Human Services, Division of Health Service Regulations
2711 Mail Service Center
Raleigh, NC 27699-2711
Phone: 800-624-3004 or 919-855-4500
Fax: 919-715-7724
State Website: www.cms.hhs.gov/center/ombudsman.asp

Medicare Beneficiaries: 800-MEDICARE or 800-633-4227, or Office of the Inspector General at <http://oig.hh.gov>

Medicare Office of Medicare Beneficiary Ombudsman: <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>