



# Parkway Surgery Center

827 82nd Parkway / Myrtle, SC 29572 / Phone 843-286-2020 / Fax 843-286-2026

## Patient Rights and Responsibilities

As a patient at Parkway Surgery Center, you have the right to:

Individual Patient Rights:

- Have a family member and personal physician notified promptly when you are admitted
- Exclude any family member from participating in your health care decisions
- Have reasonable access to care that is considerate and respectful of personal values and beliefs:
  - Receive impartial access to treatment or accommodations available or ordered by your health care provider, without concerns about your financial status, race, creed, sex, national origin, religion or sources of payment for care.
- Receive information about your rights
- Be involved in decisions about your care, treatment, and services provided:
  - Ask questions when you do not understand the explanations and procedures discussed with you by Parkway Surgery Center's healthcare team.
- Be informed before your consent is obtained for care, treatment, and procedures:
  - A description of the nature and purpose of the procedure or treatment
  - The possible benefits
  - The known serious side effects, risks, drawbacks, or unanticipated outcomes
  - Problems related to recovery
  - The likelihood of success
  - Alternative procedures or treatment
  - Costs, particularly expenses that will be your responsibility
- Have consent obtained for recordings or filming made for purposes other than your identification, diagnosis or treatment
- Know the identity and professional status of all individuals responsible for the delivery of your care, treatment, and services
- Refuse care, treatment and services in accordance with law and regulation
- Have your wishes addressed relating to the end of life decisions:
  - The right to have or formulate advance directives (such as a living-will) and /or appointment of agents to make healthcare decisions on your behalf
  - The right to make your own decisions on your behalf
- You, and when appropriate, your family being informed about the outcomes of care, including unanticipated outcomes.
- Effective communication
- Resolution of complaints from you or your family addressed:
  - Request consultation regarding ethical issues surrounding your care from the designated Grievance

Officer. Ask the receptionist to contact the Director of Surgical Services on your behalf.

- Ethics issues may include conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment or participation in research, investigations, or clinical trial treatment
- Complaints may also be made to:
  - Ruth Rush
  - South Carolina Department of Health and Environmental Control, Department of Licensing, Complaint Program
  - 2600 Bull Street, Columbia, SC 29201
  - Phone: 803-898-3432
- Office of the Medicare Beneficiary Ombudsman
  - <http://www.cms.hhs.gov/center/ombudsman.asp>
- Confidentiality, privacy, and security respected:
- Have your privacy respected and your confidentiality honored in all interviews, examinations, treatments, and medical records, except in cases such as suspected abuse and public health hazards as required by law.



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- An environment that preserves dignity and contributes to a positive self-image:
  - Free from restraints (or seclusion) of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation
- Pain management:
  - Pain relief measure
  - A concerned staff committed to pain prevention and pain management
  - Health professionals who respond quickly to reports of pain
  - Your reports of pain will be believed
  - States-of-the-art pain management
- Access protective and advocacy services
- Your rights protected and respected if you participate in a research, investigative or clinical trial involving human subjects:
  - You shall be made aware of expected benefits, risks, and potential discomforts, alternative services, full explanation of procedures to be followed
  - Refusal to participate will not compromise access to care
- Receive a copy of your surgery center charges and explanations about those charges. You have the right to inquire and apply for financial assistance regarding your surgery center bill by contacting Parkway Surgery Center's Business Office at 843-286-2020.
- Receive discharge and/or transfer instructions with full explanations of why the discharge or transfer is appropriate. If you are transferred, you have the right to be provided with options, benefits, and risks associated with your transfer.
- Obtain a copy of your medical record, within a reasonable time frame, provided you follow the surgery center's release policies (a processing fee may apply).
- Have access to people outside the surgery center through visitors and verbal and written communication.
- Select physicians and choose a facility other than Parkway Surgery Center if you desire.
- Ask and be informed of the existence of business relationships.

### Individual Patient Responsibilities:

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:

- Properly identify yourself to all surgery center staff.
- You and your family, as appropriate, must provide accurate and complete information concerning present complaints, past illnesses and hospitalizations, medications, and other matters relating to his/her health. You and your family must report perceived risks in your care and unexpected changes in your condition. You can help us understand your environment by providing feedback about service needs and expectations:
  - Ask your care provider what to expect regarding pain and pain management and discuss pain relief options with your care provider.
- You and your family, as appropriate, must follow the care, treatment, and service plan developed for you. You should express any concerns about your ability to follow the proposed care plan or course of care, treatment, and services. We, Parkway Surgery Center, make every effort to adapt the plan to the specific needs and limitations of each individual patient. When such adaptations to the care, treatment, and services plan is not recommended, you and your family, as appropriate, will be informed of the consequences of the care, treatment, and services alternatives and not following the proposed course:
  - Be responsible for your actions should you choose to refuse treatment or not follow physicians' instructions.
- You and your family, as appropriate must follow our rules and regulations.
- You and your family, as appropriate, must be considerate of our staff and property, as well as other patients and their property:
  - Respect quiet requirements by limiting personal visitation.
- Accept financial responsibility for services rendered, providing necessary information for insurance and assuming payment responsibility for all surgery center bills.