



Statement of Nondiscrimination:

Towson Surgical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Towson Surgical Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Towson Surgical Center respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

Towson Surgical Center

遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

## **NOTICE OF PATIENT RIGHTS & RESPONSIBILITIES**

### **Patient Rights**

All patients, regardless of their ability to pay have the following rights:

- 1) To receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or source of payment.
- 2) To receive considerate, respectful and dignified care.
- 3) To be provided privacy and security during the delivery of patient care service.
- 4) To receive information from his/her physician about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
- 5) To receive as much information about any proposed treatment or procedures as he/she may need in order to give informed consent prior to the start of any procedure or treatment.
- 6) When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
- 7) To make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment. If treatment is refused, the patient has the right to be told what effect this may have on their health, and the reason shall be reported to the physician and documented in the medical record.
- 8) To be free from mental and physical abuse, or exploitation during the course of patient care.
- 9) Full consideration of privacy concerning his/her medical care. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely.
- 10) Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the facility. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care. The facility has established policies to govern access and duplication of patient records.
- 11) To have care delivered in a safe environment, free from all forms of abuse, neglect, harassment or reprisal.
- 12) Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing the care.
- 13) Be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the facility.
- 14) To know the identity and professional status of individuals providing services to them, and to know the name of the physician who is primarily responsible for coordination of his/her care.
- 15) To know which facility rules and policies apply to his/her conduct while a patient.
- 16) To have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. All personnel shall observe these patient's rights.
- 17) To be informed of any research or experimental treatment or drugs and to refuse participation without

compromise to the patient's care. The patient's written consent for participation in research shall be obtained and retained in his/ her patient record.

- 18) To examine and receive an explanation of his/her bill regardless of source of payment.
- 19) To appropriate assessment and management of pain.
- 20) To be advised if the physician providing care has a financial interest in the surgery center.
- 21) Regarding care of the pediatric patient, to be provided supportive and nurturing care which meets the emotional and physiological needs of the child and to support participation of the caregiver in decisions affecting medical treatment.
- 22) To change providers as long as qualified providers are available
- 23) Express in person or in writing any complaint or grievance related to the center, employees or care provided. Patients wishing to file a complaint may contact one or more of the following:
  - **Center Administrator:** Michelle Birch 410-337-0022
  - **AAHC: Accreditation Association for Ambulatory Health Care**  
3 Parkway North Blvd. Ste 201  
**Deerfield, IL 21046**  
Phone: 847.853.6060
  - **Medicare:** www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)
  - **Medicare Ombudsman Web site:**  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
  - **State Dept. of Health:** Phone: 410-402-8015, Toll Free: 1-877-402-8218  
Office of Health Care Quality  
7120 Samuel Morse Dr  
Second Floor  
Columbia Md 21046

### **Patient Responsibilities**

All patients have the following responsibilities regarding their care:

- 1) To provide complete and accurate information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- 2) To follow the treatment plan prescribed by their provider, including pre-operative and discharge instructions.
- 3) To provide a responsible adult to transport them home from the facility and remain with them for 24 hours, if required by their provider.
- 4) To inform their provider about any living will, medical power of attorney, or other advance healthcare directive in effect.
- 5) To accept personal financial responsibility for any charges not covered by their insurance.
- 6) Behave respectfully toward all the health care professionals and staff, as well as other patients.

**The following surgeons have ownership in the surgical facility: Dr. Adashek, Dr. Clayton, Dr. J. Mitcherling, Dr. W. Mitcherling, Dr. Ritter, Dr. Ringelman, Dr. Shamszad, Dr. Terry, Dr. Yalamanchili, and Dr. Yoder.**

**You have the right to choose to obtain services from a different health care entity.**

**If you have any questions concerning this, please ask to speak with the Administrator.**