

PATIENT RIGHTS

The Roxbury Surgery Center and its Medical Staff have adopted the following list of patient rights in accordance with health and safety codes:

1. Exercise these rights without regard to sex or culture, economic, educational, or religious background or the source of payment for his or her care.
2. Considerate and respectful care.
3. Knowledge of the name of the physician who has primary responsibility for coordinating his or her care and the names and professional relationships of other physicians and non-physicians who will see this patient.
4. Receive information from his or her physician about his or her illness, his or her course of treatment and his or her prospects for recovery in easy to understand terminology.
5. Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved and knowledge of the name of the person who will carry out the procedure or treatment.
6. Participate actively in decisions regarding his/her medical care to the extent permitted by law, including the right to refuse treatment.
7. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to know the reason for the presence of any individual.
8. Confidential treatment of all communications and records pertaining to his/her care and his or her stay in the Center. 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.
9. Reasonable responses to reasonable requests he/she may make for services.
10. He or she may leave the Center even against the advice of his/her physicians.
11. Reasonable continuity of care and to be informed in advance of the time and location of appointment as well as the physician providing the care.
12. Be advised if the Center/personal physician proposes to engage in or perform human experimentation affecting is/her care or treatment. The patient has the right to refuse to participate in any such research projects.
13. Be informed by his/her physician or a delegate of his/her physician of his/her continuing health care requirements following his/her discharge from the center.
14. Examine and receive an explanation of the bill regardless of source of payment.
15. Know which center rules and policies apply to the patient's conduct while a patient.
16. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
17. Designate visitors of his/her choosing, if the patient has decision making capacity, whether or not the visitor is related by blood or marriage, unless:
 - A. No visitors are allowed.
 - B. The facility reasonably determines that the presence of a particular visitor would endanger the Center or safety of the patient, a member of the center staff, or other visitor to the center facility, or would significantly disrupt the operations of the Center.
 - C. The patient has indicated to the center staff that the patient no longer wants this person to visit.
18. Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision-making capacity and to have the method of that consideration disclosed in the Center on visitation. At a minimum, the Center shall include any persons living in the household.
19. This section may not be construed to prohibit the center from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visits.
20. Exercise your rights without being subjected to discrimination or reprisal.
21. Be free from all forms of abuse and harassment.
22. Voice grievances relating, but not limited to; mistreatment, neglect, verbal, mental, sexual or physical abuse that must be fully documented in writing
23. Have a legal representative exercise your rights to the extent allowed by state law whether adjudged competent or incompetent.
24. For complaints about your medical care, you may call or contact the American Association for Accreditation of Ambulatory Surgery Facilities, Inc. (AAAASF) located at 1202 Allanson Road Mundelein, Illinois 60060-3808 (888) 545-5222
25. File a grievance. If you want to file a grievance with this center, you may do so by writing or calling:
Christine Martin, Director of Surgical Services
450 North Roxbury Drive #520 - Beverly Hills, CA 90210 - 310-246-4628 ext 282 - cmartin@roxburysurgerycenter.com
26. File a complaint with the Medical Board of California regardless of whether you use the center's grievance process:
Medical Board of California
2005 Evergreen Street, Suite 1200 - Sacramento, CA 95815 - Central Complaint Unit - Toll Free: 800-633-2322
Phone: 916-263-2382
27. Office of the Medicare Beneficiary Ombudsman, Website: www.medicare.gov/Ombudsman/resources.asp