

PATIENT BILL OF RIGHTS

The patient has the right to considerate and respectful care. The patient has the right to be free from all forms of abuse or harassment.

The patient has the right to obtain from his physician current and understandable information concerning his diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person on his behalf.

The patient has the right to participate in decisions involving his health care. Except in emergencies, when the patient lacks decision-making capacity and the need for treatment is urgent, the patient has the right to receive the information from his physician that is necessary to give informed consent prior to the start of any procedure and/or treatment. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.

The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the possible medical consequences of his action. Winchester Eye Surgery Center will not, however, withhold emergency treatment required to preserve the life of the patient and/or facilitate their transfer to an acute care hospital.

The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. The patient also has the right to expect all communications and records pertaining to his care will be treated as confidential, unless reporting is permitted or required by law.

The patient has the right to obtain information about business relationships with other health care and educational institutions that may influence his treatment and care.

The patient has the right to be advised if the Center engages in experimental research. The patient has the right to refuse to participate in such projects.

The patient has the right to expect reasonable continuity of care and to be informed by his physician, or a delegate of the physician, of the continuing health care requirements following discharge. The patient has the right to know the name of the physician responsible for coordinating his care.

The patient has the right to change to another qualified provider and to choose where his procedure is performed.

The patient has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.

The patient has the right to express (formally and informally) any grievance or suggestion regarding his care.

The patient has the right to exercise his or her rights without being subjected to discrimination or reprisal.

WE RECOGNIZE THE PATIENT'S RESPONSIBILITY:

- To provide, to the best of his/her knowledge, complete and accurate information about present complaints, past illnesses and hospitalizations, medications, including over-the-counter products and dietary supplements, allergies and sensitivities and other matters relating to health.
- To follow the treatment plan prescribed by his/her physician or provider.
- To provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by their physician.
- To be considerate of the rights and property of other patients, all health care providers and Eye Center personnel.
- To inform his/her provider about any living will, medical power or attorney, or other directive that could affect his/her care.
- To accept personal financial responsibility for any charges not covered by his/her insurance.
- For any action if treatment is refused or physician's instructions are not followed.

The Patient has the right to file a complaint with the Virginia Department of Health. The Virginia Department of Health investigates consumer complaints regarding the quality of health care services received at outpatient hospitals. Complaints may be registered with the Department by calling 1-800-955-1819 or (804) 367-2106 or by completing a Consumer Complaint Report and mailing or faxing to:

**Complaint Intake
Office of Licensure and Certification
Virginia Department of Health
9960 Mayland Drive – Suite 401
Richmond, VA. 23233-1463
Fax No.: 1-804-527-4503**

If you are a Medicare Beneficiary, the Office of the Medicare Beneficiary Ombudsman ensures that you receive the information and help you need to understand your Medicare options, rights and protections. You may contact them by visiting their website at:

www.medicare.gov/Ombudsman/resources.asp