

# Patients Rights & Responsibilities

Connecticut Orthopaedic Specialists Outpatient Surgical Center, LLC presents a Patient's Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his/her physician, and the organization. It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care. The traditional physician-patient relationship takes a new dimension when care is rendered within an organizational structure. Legal precedent has established that the facility itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed.

1. The patient has the right to considerate and respectful care.

2. The patient has the right to obtain from his/her physician complete current information concerning his/her diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on his/her behalf. He/She has the right to know, by name, the physician responsible for coordinating his/her care.

3. The patient has the right to receive from his/her physician the information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning a medical alternative, the patient has the right to know the name of the person responsible for the procedures and/or treatment.

4. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.

5. The patient has the right to every consideration of his/her privacy concerning his/her actions.

6. The patient has the right to file a verbal and/or written grievance as outlined in the Patient Complaints/Grievance Procedure Policy.

7. The patient has the right to expect that all communications and records pertaining to his/her care be treated as confidential.

8. The patient has the right to expect that within its capacity, this accredited ambulatory surgery facility must provide evaluation, service and/or referral as indicated by the urgency of the case. When medically permissible, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient transfer.

9. The patient has the right to obtain information as to any relationship of this facility to other healthcare and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, who are treating him/her.

10. Connecticut Orthopaedic Specialists Outpatient Surgical Center, LLC does not participate in any human experimentation treatments. However, the patient has the right to be advised if this accredited ambulatory surgery facility does propose to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.

11. The patient has the right to expect reasonable continuity of care. He/She has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that this facility will provide a mechanism whereby he/she is informed by his/her physician of the patient's continuing healthcare requirements following discharge.

12. The patient has the right to examine and receive an explanation of his/her bill regardless of the source of payment.

13. The patient has the right to know that the physicians at Connecticut Orthopaedic Specialists Outpatient Surgical Center, LLC have an ownership interest in the facility.

14. The patient has the right to know what facility rules and regulations apply to his/her conduct as a patient.

15. No catalog of rights can guarantee for the patient the kind of treatment he/she has a right to expect. This facility has many functions to perform, including the prevention and treatment of disease, the education of both health professionals and patients and the conduct of clinical research. All these activities must be conducted with an overriding concern for the patient, and above all, the recognition of his/her dignity as a human being. The success in achieving this recognition assures success in the defense of the rights of the patient.

*Continued on back...*

# Patients Rights & Responsibilities, Continued

## PATIENT RESPONSIBILITIES

1. To provide complete and accurate information to the best of his/her ability, about his/her health, a comprehensive list of medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. To adhere to the treatment plan prescribed by his/her provider.
3. To arrange for a responsible adult to transport him/her from the facility and remain with him/her for 24 hours as required by the provider.
4. To accept personal responsibility for any expenses not covered by his/her insurance.
5. To be respectful to all staff members as well as other patients.
6. To ask questions and seek clarification regarding areas of concern.
7. To complete the Connecticut Orthopaedic Specialists Outpatient Surgical Center, LLC Patient Discharge Information Sheet.

## PATIENT COMPLAINTS GRIEVANCE PROCEDURE POLICY

The surgery center provides for and welcomes the expression of complaints/grievances and suggestions by the patient and the patient's family at all times. This feedback allows the center to understand and improve the patient's care and environment.

Every patient has the right to file a complaint or grievance to the facility's surgical services director. In the absence of the director, the associate medical director will address the complaint/grievance.

## GRIEVANCE PROCEDURE

All grievances will be investigated upon receipt of such complaints.

The grievance should be provided either verbally or in writing to the facility's surgical services director at 84 North Main Street, Bldg 2, Branford, CT 06405. The grievance will be documented in the form of a variance. Any allegations of neglect and/or verbal, mental, sexual, or physical abuse will be reported immediately to the CEO. Substantiated allegations will be reported to the state or local authority.

If the patient is still not satisfied, complaints may be made to the Connecticut Orthopaedic

Specialists Outpatient Surgical Center, LLC privacy officer in writing, stating the specific incident(s) in terms of subject, date, and other relevant matters. These complaints may be mailed to HIPAA Privacy Officer, Connecticut Orthopaedic Specialists Outpatient Surgical Center, LLC, 2408 Whitney Avenue, Hamden, CT 06518. All complaints will be responded to within a two-week period.

Connecticut Orthopaedic Specialists Outpatient Surgical Center, LLC also seeks to comply with federal and state laws relating to non-discrimination, civil rights, and equal employment opportunities. All persons receiving services and employees of this organization are entitled to courteous dignified and equal treatment by right as well as by law.

Suspected discrimination relating to race, color, national origin, ancestry, age, sex, marital status, religious creed, or any other factor should be reported promptly.

Unresolved complaints can further be reported to the state and federal agencies:

Complaint/Compliance Unit  
Division of Health Systems Regulation  
Connecticut Department of Public Health  
410 Capitol Ave., MS#12HSR  
Hartford, CT 06134-0308

Complaints can be received by phone or the Connecticut Department of Public Health, Division of Health Systems Regulation by calling (860) 509-7400.

**1-800-842-0038**  
**TTY: 860-509-8000**

Complaints to the Federal Health and Human Services Department, Office of the Secretary may be made in writing to the following address: [www.cms.hhs.gov/center/ombdsman.asp](http://www.cms.hhs.gov/center/ombdsman.asp)

**Medicare Ombudsman**  
**1-800-MEDICARE**  
**(1-800-633-4227)**

**ADVANCE MEDICAL DIRECTIVE POLICY**  
As an ambulatory surgery center performing outpatient procedures, it is our policy to accept, but not honor advance directives. If you would like information about advance directives, the State of Connecticut has published a comprehensive pamphlet. This publication can be found on the internet at: <http://www.ct.gov/ag/lib/ag/health/yourrightstomakehealthcaredecisions2006version.pdf>.

If requested, our office can provide you with sample advance directive forms.