

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

Surgicenter of Greater Milwaukee is committed to providing comprehensive health care in a manner that acknowledges the uniqueness and dignity of each patient. We encourage patients and families to have clear knowledge of and participate in matters and decisions relating to the medical care provided.

---RIGHTS---

- Each patient has the right to be treated with respect, consideration and dignity and be free of all forms of abuse and harassment.
- Each patient has the right to privacy when receiving care and to have his or her medical records held in confidence. Each patient has the right to approve or refuse the release of his or her medical records.
- Each patient has the right to select his or her own physician. This facility requires malpractice insurance coverage for all health care providers. Each patient has the right to information on the credentials of health care providers.
- Each patient has the right to participate in decisions regarding his or her health care and to complete information regarding his or her condition, prognosis and treatment.
- Each patient has the right to consult with other health care providers when he or she feels consultation is necessary.
- Each patient has the right to consent to or refuse involvement in medical studies or research projects conducted by Surgicenter.
- Each patient has the right to be informed of services available at Surgicenter and business relationships between Surgicenter and other health care providers, insofar as his or her care is concerned. Each patient has the right to information on fees and payment policies.
- Each patient has the right to be informed of policies or regulations by which he or she is expected to abide.
- Each patient has the right to information about his or her rights, conduct and responsibilities, after hours and emergency care, and advance directives.
- Each patient has the right to be informed of how to express suggestions, complaints and/or grievances. To register a complaint, contact: Wisconsin Department of Health Services, 1 West Wilson Street, Madison, WI 53703; Phone: (608) 266-1865 or the Office of the Medicare Beneficiary Ombudsman at <http://www.medicare.gov/Ombudsman/activities.asp>.

---RESPONSIBILITIES---

- Each visitor is responsible to be considerate of others by observing safety and smoking regulations in the facility.
- Each visitor is responsible to be considerate of Surgicenter personnel and other patients or visitors.
- Each patient is responsible to supply accurate and complete health history information, including any medications or dietary supplements and allergies or sensitivities.
- Each patient is responsible to inform each provider about any living will, medical power of attorney or other directives.
- Each patient is responsible to inform Surgicenter personnel if their instructions, information or answers to questions are unclear or impossible to follow.
- Each patient is responsible to make follow-up appointments with his or her surgeon as directed and to follow the treatment plan as prescribed.
- Each patient is responsible to fulfill any financial obligations incurred.
- Each patient is to have a responsible adult transport him or her home and remain with him or her for 24 hours as required.