



## Patient's Rights & Responsibilities

Augusta Eye Surgery will provide the patient or the patient's representative verbal and written notice of the patient's rights and responsibility, its policies on advance directives, Privacy and Confidentiality of health care information, and the process for filing a Complaint or Grievance, including a description of applicable state health and safety laws and, if requested, official state advance directive forms prior to the date of the procedure, in a language and manner that the patient or the patient's representative understands. Augusta Eye Surgery will protect and promote the exercise of such rights.

### PATIENT RIGHTS:

1. Patients decreed to be legally incompetent under state health and safety laws by a court of proper jurisdiction will have their rights and responsibilities exercised by the person appointed under state law to act on the patient's behalf.
2. If a state court has not adjudged a patient incompetent any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.
3. Patients are treated with respect consideration, and dignity.
4. Patients are provided appropriate privacy.
5. Patients have the right to be free from all forms of abuse or harassment.
6. Patients have the right to exercise his or her rights without being subjected to discrimination or reprisal.
7. Patient disclosures and records are treated confidentially and patients are given the opportunity to approve or refuse their release, except when release is required by law.
8. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, procedure, and prognosis before a procedure is performed. 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.
9. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

10. Information is available to patients and staff concerning:
  - a. Patient rights, including those specified in 1, 2, 3, 4, and 5 above
  - b. Patient conduct, responsibilities, and participation
  - c. Services available at the organization
  - d. Provisions for after-hours and emergency care
  - e. Fees for Services
  - f. Payment Policies
  - g. Patient's right to refuse to participate in experimental research
  - h. Advance directives, as required by state or federal law and regulations
  - i. The credentials of health care professionals
  
11. Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:
  - a. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
  - b. Follow the treatment plan prescribed by his/her provider and participate in his/her care.
  - c. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours.
  - d. Inform his/her provider about any living will, medical power of attorney, or other advance directive that could affect his/her care
  - e. Accept personal financial responsibility for any charges not covered by his/her insurance.
  - f. Be respectful of all the health care providers and staff, as well as other patients.
  
12. Patients are informed of their right to change their provider if other qualified providers are available.
  
13. Representation of accreditation to the public will accurately reflect the AAAHC accredited entity.
  
14. Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
  
15. Patients will be provided with appropriate information regarding the absence of malpractice insurance coverage if the facility does not have such coverage, prior to admission.
  
16. Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations:

The patient has the right to file a grievance or complaint with the Georgia Department of Health. The Georgia Department of Health is the responsible agency for ambulatory surgical center's complaint investigation.

Complaints may be registered with the department by phone at: (800) 878-6442 or (404) 232-1717 and in writing to the Georgia Department of Human Services, Office of Regulatory Services, Two Peachtree Street NW, Atlanta, Georgia, 30303-3142. A complainant may provide his/her name, address, and phone number to the Department. Anonymous complaints may be registered. All complaints are confidential.

**Augusta Eye Surgery - Process for Handling Complaints and Grievances:**

- a. All alleged violations/patient grievances relating but not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse, will be fully documented and reported to the Clinical Director immediately upon being filed.
  - i. The patient will be given a written notice of the grievance **within one week** of the alleged violation/patient grievances.
  - ii. Augusta Eye Surgery, in responding to the grievance, must investigate all grievances made by a patient or the patient's representative regarding treatment or care that is (or fails to be) furnished.
  - iii. The Clinical or Medical Director will decide how the grievance will be resolved. If the resolution involves policy/procedure changes they will be brought to the Governing Body for approval. The patient shall be notified in writing regarding grievance procedure results **within 90 days** of the violation/patient grievance taking place. The patient notice will contain:
    1. Name of the Augusta Eye Surgery contact person
    2. Steps taken to investigate the grievance
    3. Results of the grievance process
    4. Date the grievance process was completed.

If you are not satisfied with the Augusta Eye Surgeries grievance process you may contact the Georgia Department of Community Health, Healthcare Facility Regulation division, Complaint Intake Unit or Medicare. Medicare beneficiaries may contact the, "Office of the Medicare Beneficiary" by phone at: 1-800-Medicare or by email at:<http://www.medicare.gov/claims-and-appeals/medicarerights/get-help/ombudsman.html>.

The role of the Medicare Beneficiary is to ensure that Medicare beneficiaries receive information to help them understand their Medicare options and to apply their Medicare rights and protections. These Medicare rights are in addition to the rights available to all ASC patients under the Medicare Condition for Coverage.