
		CHAPTER 11: RIGHTS & RESPONSIBILITIES OF THE INDIVIDUAL
Drafted: 10/2012	Reviewed: 11/13, 11/14, 12/15, 12/16, 12/17	SECTION 1: PATIENT RIGHTS
Approved: 10/2012		POLICY: RI 1.1
		TITLE: Patient Rights & Responsibilities Statement

Patient's Rights and Responsibilities

Better communication between the patient and the health care provider is always a priority to the Laurel Surgery & Endoscopy Center team. Below is a summary of your rights and responsibilities:

A patient has the right to:

1. Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.
2. Know what patient support services are available, including free language interpretation or alternate audio/visual formats.
3. Know what rules and regulations apply to his or her conduct.
4. Be given by the healthcare provider information such as diagnosis, planned course of treatment, planned outcomes, alternatives, risks and prognosis.
5. Refuse any treatment, except as otherwise provided by law.
6. Be given full information and necessary counseling on the availability of known financial resources for care.
7. Know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.
8. Receive prior to treatment, a reasonable estimate of charges for medical care.
9. Receive a copy of an understandable itemized bill and, if requested, have the charges explained.
10. Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
11. Receive treatment for any emergency medical condition that would worsen without treatment.
12. Be free from all forms of abuse or harassment.
13. Voice complaints regarding treatment or care that is (or fails to be) furnished.
14. Make informed decisions regarding his or her care.
15. Exercise his/her rights without being subject to discrimination or reprisal.
16. Receive care in a safe setting.
17. Express complaints regarding any violation of his or her rights.

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A patient is responsible for:

1. Giving the health care provider accurate information about present complaints, past illnesses, hospitalization, medications, and any other information about his or her health.
2. Reporting unexpected changes in his or her condition to the health care provider.
3. Reporting to the health care provider whether he or she understands a planned course of action and what is expected of him or her.
4. Following the treatment plan recommended by the health care provider.
5. Keeping appointments and, when unable to do so, notifying the health care provider or facility.
6. His or her actions if treatment is refused or if the patient does not follow the health care provider's instructions.
7. Making sure financial responsibilities are carried out.
8. Following health care facility conduct rules and regulations.

To express grievances regarding violation of your rights, you may contact:

1. Mississippi State Department of Health Complaint Hotline: 800-227-7308
2. Mississippi State Department of Health 570 E. Woodrow Wilson Dr., Jackson, MS 39216
3. Office of the Medicare Beneficiary Ombudsman website:
<https://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
4. Office for Civil Rights, US Department of Health and Human Services, 800-368-1019, TDD 800-537-7697, Email: ocrmail@hhs.gov, Website: www.hhs.gov/ocr

Notice of Physician Financial Interest:

Laurel Surgery & Endoscopy Center, LLC is owned by the following physicians:

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