

The following patient bill of rights criteria will be made available to patients, the patient's representative or surrogate.

1. The patient has the right to considerate, dignified, respectful care given by competent individuals.
2. A patient has the right to services without discrimination based on age, race color, religion, national origin, handicap, disability, sexual orientation, veteran status, or source of payment.
3. Patients, the patient's representative, and or the patient's surrogate will be informed of their rights and encouraged to exercise their rights.
4. The patient has the right, within the law, to personal and informational privacy, as manifested by the following rights:
 - a. To refuse to talk with or see anyone not officially connected with the Center, including visitors or personnel officially connected with the Center, but not directly involved in his/her care.
 - b. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
5. The patient has the right to expect reasonable safety insofar as the Center practices and environment are concerned.
6. A patient has the right to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care, and the names and functions of other persons having direct contact with the patient.
7. You have the right to choose to use your own interpreter or use one supplied by the Center.
8. The Center will not take punitive action as a reprisal or discriminate against a patient, their representative or surrogate. This includes reprisals or discrimination against a patient merely because he or she has exercised their rights.
9. Have the right to change providers if other qualified providers are available.
10. The patient has the right to obtain from the practitioner responsible for coordinating his/her care, complete and current information concerning his/her diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand.
11. The patient has the right of access to people outside the Center by means of visitors, and by verbal and written communication.
12. The patient has the right to examine and receive explanation of their bill, regardless of the source of payment.
13. The patient has the right to reasonable informed participation in decisions involving his/her health care. To the degree possible, this should be based on a clear, concise explanation of their condition and of all proposed technical procedures including possibilities of risk or mortality, serious side effects, problems related to recuperation and probability of success. The patient should not be subject to any procedure without his/her voluntary, competent and understanding consent or that of his/her legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient shall be informed.
14. The patient at his/her own request and expense has the right to consult with a specialist.
15. 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 actions.
16. The patient has the right and will receive continuity of care, including guidance in continuing health care requirements upon dismissal.
17. The patient has the right to be free from restraints unless medically necessary.
18. The patient has the right to appropriate assessment and management of pain.

The patient has the right to express grievances, make suggestions to the organization and complain to the Oklahoma State Health Department at 405-271-6576 and or at this web site: <https://www.cms.gov/Center/special-topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>

19. the if you have not been able to reach a solution with the Center for issues about quality of care.
20. The patient has the right to have his/her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
21. A patient has the right to have an advance directive (such as a living will, healthcare proxy, or durable power of attorney for healthcare) concerning treatment or designating a surrogate decision maker with the

intent of that directive to the extent permitted by law. The Center does NOT honor lifesaving restrictions of CPR, respiratory and cardiac supportive medications if limited in your advance directives due to the elective nature of procedures performed here, however if a copy of the advance directive is available at the center and the patient's health status requires transfer to a Center a copy of the advance directive will be sent with the patient.

The patient of the admitting facility has the following responsibilities.

1. The patient must provide accurate and complete information concerning his/her present complaints, past medical history and other matters about his/her health.
2. The patient is responsible for making it known whether he/she clearly understands the course of his/her medical treatment.
3. The patient is responsible for following the treatment plan established by his/her physician, including following the instructions of nurses and other health professionals as they carry out the physician's orders.
4. The patient is responsible for keeping appointments and for notifying the facility/physician if unable to do so.
5. The patient is responsible for having a responsible adult drive them to and from the surgery center and provide care for the first 24 hours after surgery.
6. The patient is responsible for his/her actions should treatment be refused or physician orders are not followed.
7. The patient is responsible for assuring financial obligations are fulfilled.
8. The patient is responsible for following the facility policies and procedures.
9. The patient is responsible for being considerate of other patients and facility personnel.
10. The patient is responsible for informing the Center of an advance directive, living will, durable power of attorney or Do Not Resuscitate documents.

Filing complaints: If you have a complaint against an ambulatory surgical center

The Administrator may be reached at 580-224-0007 or you mail your concerns to:

Administrator
Ardmore Regional Surgery Center
2002 12th NW, Suite C
Ardmore, OK 73401

You may also register complaints with the AAAHC:

AAAHC
5250 Old Orchard Road #200
Skokie, IL 60077
Telephone: (847) 853-6060
Fax: (847) 853-9028

Or

Oklahoma State Health Department at the Office of Accountability,
PO Box 2097,
Oklahoma City, OK 73101,

or by phone at 405-271-6576 or at 1-800-234-7258

Or

Office of the Medicare Beneficiary Ombudsman

Website for Medicare beneficiary Ombudsman
<https://www.cms.gov/Center/special-topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>

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