

Purpose:

Plastic Surgery Center and MediSpa of Fairfield recognizes the American Hospital Association's "A Patient's Bill of Rights" and supports its intent by including it in the practice's Statement of Patient's Rights and Responsibilities.

Process:**I. PATIENT RIGHTS CONCERNING THE FOLLOWING AREAS:****A. Access to Care**

Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.

B. Respect and Dignity

The patient has the right to considerate, respectful care at all times with constant recognition of his/her personal dignity under all circumstances.

C. Privacy and Confidentiality

The patient has the right, within the law, to personal and informational privacy, as manifested by the following rights:

1. To refuse to talk with or see anyone not officially connected with the practice, including visitors, or persons officially connected with the practice but not directly involved in his/her care.
2. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
3. To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex, and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
4. To have access to information in their Medical Record in a reasonable timeframe.
5. To have the right to confidentiality of their Medical Record.

D. Identity

The patient has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care. This right includes the patient's right to know of the existence of any professional relationship among individuals who are treating him/her, as well as the relationship to any other health care or educational institutions involved in his/her care. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.

E. Information

The patient has the right, from the physician responsible for coordination of his/her care, to obtain 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 understand. The patient and the family or representative will be informed by the appropriate person (physician, nursing personnel, or administrative personnel) about outcomes that differ significantly from anticipated outcomes. In certain circumstances per court order, the physicians may not share findings with the patient.

F. Communication

1. When the patient does not speak or understand the predominant language of the community, he/she has the right to access an interpreter. This need is particularly true where language, hearing, and vision barriers are a continuing problem.

G. Consent

The patient has the right to reasonably informed participation in decisions involving his/her care. To the degree possible, this should be based on a clear, concise explanation of his/her condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation, and probability of success. The patient should not be subjected 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 so informed. The patient has the right to know who is responsible for authorizing and performing the procedure or treatment. The patient shall be informed if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting his/her care or treatment, and the patient has the right to consult with a specialist.

H. Refusal of Treatment

The patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

I. Transfer and Continuity of Care

A patient may not be transferred to another physician or practice unless he/she has received a complete explanation of the need for the transfer, and the alternatives to such a transfer.

J. Charges

Regardless of the source of payment for his/her care, the patient has the right to request and receive an itemized and detailed explanation of the total bill for services rendered. The patient has the right to timely notice prior to termination of his/her eligibility for reimbursement by any third-party payer for the cost of his/her care.

K. Rules and Regulations

The patient should be informed of the practice rules and regulations applicable to his/her conduct as a patient. Patients are entitled to information about the practice's mechanism for the initiation, review, and resolution of patient complaints.

II. PATIENT RESPONSIBILITIES:

While the practice recognizes that patients have rights which should be protected and appropriately cared for, it also recognizes that the patient, family, and visitors have certain obligations to assist the practice to appropriately care for him/her, therefore these basic obligations apply:

A. Provision of Information

The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. The patient has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. The patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected of his/her.

B. Compliance with Instructions

The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This plan may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders. The patient is responsible for keeping appointments and when he/she is unable to do so for any reason, for notifying the responsible practitioner.

C. Refusal of Treatment

The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

D. Charges

The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.

E. Rules and Regulations

The patient, family, and visitors have a responsibility to cooperate with the practice visiting rules and regulations which are promoted to protect the rights of individual patients and others in such areas as privacy, confidentiality and peace of mind. The patient is responsible for following all practice rules and regulations affecting patient care and conduct.

F. Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and practice personnel, and for asking for assistance in the control of noise, smoking, and other displeasing factors. The patient is responsible for being respectful of the property of other persons and of the practice.