

Northside Foot & Ankle Outpatient Surgical Center, Inc.

Patient Rights & Responsibilities

Northside Foot & Ankle Outpatient Surgical Center, Inc. is dedicated to providing you with the best in healthcare, both in terms of treatment and patient experience. We respect your rights as a patient and want you to understand your responsibility as a partner in your care.

Patients' Rights

Northside Foot & Ankle Outpatient Surgical Center, Inc. is committed to providing you with respectful care as we meet your healthcare needs. For this reason, we provide the following summary of your rights as a patient:

- You have a right to considerate and respectful care.
- You have the right to participate in the development and implementation of your plan of care.
- You will not be denied access to care due to race, creed, color, national origin, sex, age, sexual orientation, disability or source of payment.
- You have the right to information about your diagnosis, condition and treatment in terms that you can understand.
- You have the right to refuse treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- You may consent or refuse to participate in experimental treatment or research.
- You are entitled to be free from all forms of abuse or harassment.
- You have the right to make or have a representative of your choice make informed decisions about your care.
- You have the right to have your family or representative of your choice and your own physician notified of your admission to the hospital.
- You have the right to appropriate assessment and management of pain.
- You are entitled to information about rules and regulations affecting your care or conduct.
- You have the right to know the names and professional titles of your physicians and caregivers.
- You can request a change of provider or second opinion if you choose.
- You have the right to personal privacy and to receive care in a safe environment.
- You have the right to a prompt and reasonable response to any request for services within the capacity of the healthcare facility.
- You have the right to express concerns or grievances regarding your care to the staff or to the State Health Planning Agency, Health Care Section.
- The confidentiality of your clinical and personal records will be maintained.
- You have the right to see your medical record within the limits of the law.
- You have the right to an explanation of all items on your bill. You have the right to be provided with information about your continuing healthcare needs and planning for care after you leave the hospital and as appropriate, after an appointment with your physician or other caregiver.

Patients' Responsibilities

This is a summary of your responsibilities as a patient of Northside Foot & Ankle Outpatient Surgical Center, Inc.:

- It is your responsibility to provide accurate and complete information about all matters pertaining to your health, including medications and past or present medical problems.
- You are responsible for following the instructions and advice of your healthcare team. If you refuse treatment or do not follow the instructions or advice, you must accept the consequences of your actions.
- It is your responsibility to notify a member of the healthcare team if you do not understand information about your care and treatment.
- You are responsible for reporting changes in your condition or symptoms, including pain, to a member of the healthcare team.
- It is your responsibility to act in a considerate and cooperative manner and to respect the rights and property of others.
- You are responsible for following the rules and regulations of the facility.
- You are expected to keep your scheduled appointments or to cancel them in advance if at all possible.
- It is your responsibility to pay your bills or make some arrangement with the facility to meet your financial obligations.

Questions or Concerns?

You and your family should feel you can always voice your concerns. If you share a concern or complaint, your care will not be affected in any way. The first step is to discuss your concerns with your doctor, nurse, or other caregiver. If you have concerns that are not resolved, please contact the Administrator at (770) 963-5161 x224 or eacosta@footandanklecenters.com.

Should you continue to remain concerned you may contact the State Health Planning Agency, Health Care Section, and James Courtney, Regional Director, Two Peachtree Street, NW, Suite 33- 250, Atlanta, GA 30303-3142, (404) 657-5430 or your Ombudsman at www.cms.hhs.gov/center/ombudsman.asp.