

St. Louis Women's Surgery Center

Patient Rights and Responsibilities

Purpose: Patient rights and responsibilities were established with the expectation that observance of these rights and responsibilities will contribute to more effective patient care and greater satisfaction for the patient, her family, the physician, and the staff at the St. Louis Women's Surgery Center.

As a patient, you have the right to:

- Full information regarding your rights and responsibilities.
- Courtesy, respect, dignity, privacy, responsiveness, and timely attention to your health needs.
- Choose your care providers.
- Access to treatment regardless of race, color, national origin, religion, handicap, or disability.
- Approve or refuse the release of medical information to any individual outside the facility, except in the case of a transfer to another health facility, or as required by law or third party payment contract.
- Complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and the possible risks and side effects associated with treatment.
- Make decisions regarding the treatments or procedures recommended by the physician. Accordingly, you may accept or refuse any recommended medical treatment. If you are unable to participate, your rights shall be exercised by your designated representative.
- Appropriate treatment and care to include the assessment and management of pain.
- Present an advance directive (or living will). In the event of an emergency, the Center will transfer you to the closest hospital which will make decisions about following any advance directive. Copies are available at the Center upon request.
- The St. Louis Women's Surgery Center is a physician-owned facility and your physician has an ownership interest in the facility. This is important to providing a cleaner and safer facility and accessing the latest equipment. Our staff is focused exclusively on Women's healthcare needs.

- Express grievances or complaints and suggest changes in service or staff. To report a complaint or grievance, you may contact the administrator at the St. Louis Women's Surgery Center at 636.779.0079 or by mail to our address. Complaints or grievances may also be filed through the State of Missouri Dept of Health and Senior Services at P.O. Box 570, Jefferson City, MO 65102-0570 or by phone at 800.392.0210. Medicare beneficiaries may file complaints with the Medicare Beneficiary Ombudsman (www.medicare.gov/ombudsman/resources.asp)

As a patient, you have the responsibility to:

- Keep your appointment and, if unable to do so, for notifying the facility and your physician.
- Be honest and direct about all matters related to your care at St. Louis Women's Surgery Center including: providing our staff with the most accurate and complete information regarding present complaints, past illnesses, surgeries and hospitalizations; medication dosages; existence of advance directives; and unexpected changes in your condition or any other health matter.
- Report whether you clearly understand the planned course of treatment and what is expected of you.
- Observe the physician's orders during your stay. If discharge instructions are not followed, then you may forfeit the right of care at the St. Louis Women's Surgery Center and be responsible for the outcome.
- Be considerate of other patients and family, assist in the control of noise, smoking, and other distractions, and to respect the property of the Women's Center and others.
- Read and understand your rights and responsibilities prior to the date of your procedure.
- Fulfill your financial obligations to the facility. If the insurance reimbursement is sent to your home, it is your responsibility to endorse the check and send the check to the Women's Center within seven days.

I acknowledge that I have received and understand my rights and responsibilities.

Patient Signature

Date