



EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISIONS REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE/SURROGATE PRIOR TO THE PROCEDURE/SURGERY

RIGHTS OF THE PATIENT:

- Every patient has the right to courtesy, respect, dignity, personal privacy, and responsiveness to his/her needs. These rights are regardless of age, race, sex, nationality, religion, cultural or physical handicap, personal value and beliefs, source of payment and profession.
- A patient has the right to respectful care given by competent personnel.
- A patient has the right, upon request, 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 health care persons having direct contact with the patient.
- A patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
- A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- A patient has the right to know what ASC rules and regulations apply to his conduct as a patient.
- The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information shall be given on his behalf to the responsible person.
- Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of a procedure.
- A patient or, if the patient is unable to give informed consent, a responsible person, has the right to be advised when a practitioner is considering the patient as a part of a medical care research program or donor program, and the patient, or responsible person, shall give informed consent prior to actual participation in the program.
- A patient, or responsible person, may refuse to continue in a program to which he has previously given informed consent.
- A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment and profession.
- The patient who does not speak English shall have access, where possible, to an interpreter.
- The ASC shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
- The patient has the right to expect good management techniques to be implemented within the ASC. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
- When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- The patient has the right to examine and receive a detailed explanation of his bill.
- A patient has the right to expect that the ASC will provide information for continuing healthcare requirements following discharge and the means for meeting them.
- A patient has the right to be informed of his rights at the time of admission.
- Every patient has the right to receive information in a manner he/she understands.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his social, religious, and psychological well-being.
- Every patient has the right to confidentiality.
- Every patient has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
- Every patient has the right to receive care in a safe setting.
- Every patient has the right to have access, request an amendment to and obtain information on disclosures of his or her health information in accordance with law and regulation.
- Every patient has the right to involve their family in care, treatment, services, and decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
- Every patient has the right to express grievances or complaints without fear of reprisals and expect they will be fully investigated.
- Every patient is provided complete information regarding diagnosis, treatment, and prognosis, alternative treatments or procedures and the possible risks, expected outcomes, and side effects associated with treatment before it is performed. In accordance, the patient has the right to give or withhold informed consent.
- Every patient has the right to make decisions regarding health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patient's usual care. Every patient has the right to appropriate treatment and care including assessment and management of pain.
- Every patient has the right to understand facility charges. Every patient has the right to an explanation of all facility charges related to his/her health care and to be informed of services that are available and the charges for services not covered by third-party payors.
- Every patient has the right to be free from all forms of abuse or harassment. Every patient has the right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his/her care.
- Every patient has the right to make Advance Directives or to execute Powers of Attorney.
- The Vascular Center of Hot Springs Policy on Advanced Directives is made available to all patients.

PHYSICIAN FINANCIAL OWNERSHIP:

We are required by Federal law to notify you that physicians have financial interests or ownership in this ASC. We are required by 42 C.F.R. § 416.50 to disclose this financial interest or ownership in writing prior to the surgical procedure. A list of physicians who have a financial interest in this ASC is listed below.

- Jeffrey Tauth MD

RESPONSIBILITIES OF THE PATIENT:

These responsibilities apply to patients, family members, significant others, and/or decision-makers when they are acting for the patient.

- Patients are responsible to be honest and direct about matters that related to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints, past illnesses, hospitalizations, surgeries, existence of advanced directives, medication, and other pertinent data.
- Patients agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference or handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for healthcare rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed. Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given by the physician or The Vascular Center of Hot Springs employees. Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify The Vascular Center of Hot Springs as soon as possible.
- Patients are responsible to provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- Patients are responsible for the disposition of their valuables, as The Vascular Center of Hot Springs does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of The Vascular Center of Hot Springs .
- Patients are to observe any patient safety concerns and no smoking regulations.

If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient will be exercised by the person appointed under State law to act on the patient's behalf. If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

ADVANCE DIRECTIVE NOTIFICATION:

- All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions. The Vascular Center of Hot Springs respects and upholds those rights.
- Our team is dedicated to delivering the highest quality care in a safe environment that places the patient at the center of our care. We respect your rights to participate in making decisions regarding your care and self-determination and will carefully consider your requests. **After careful consideration and reviewing the applicable state regulation, the leadership of the facility has established a policy to initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation.** The majority of procedures performed at The Vascular Center of Hot Springs are considered to be of minimal risk, hence the risk of you needing such measures are highly unlikely. At the acute care hospital, further treatment or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, advance directive, or health care power of attorney.
- You have the option of proceeding with care at our facility or having the procedure at another location that may not set the same limitations. Having been fully informed of our Statement of Limitations, you choose to proceed with your procedure at The Vascular Center of Hot Springs.
- If you wish to complete an Advance Directive, copies of the official State forms are available at our facility. If you do not agree with this facility's policy, we will be pleased to assist you in rescheduling your procedure.

PATIENT COMPLAINT OR GRIEVANCE

If you have a problem or complaint, please speak to one of our staff to address your concern. If necessary, your problem will be advanced to center management for resolution. You have the right to have your verbal or written grievances investigated and to receive written notification of actions taken.

You may contact the following entities to express any concerns, complaints or grievances you may have:

FACILITY	Administrator: Danny Bledsoe, RN The Vascular Center of Hot Springs 120 Cracker Box Lane Hot Springs, AR 71913 Phone: 501-625-3400
STATE AGENCY	Arkansas Department of Health (ADH) Health Facility Services 5800 West 10th, Suite 400 Little Rock, AR 72204 Phone: 1-800-223-0340 Email: ADH.HFS.Complaint@arkansas.gov Website: https://humanservices.arkansas.gov/report-a-concern/
MEDICARE	Office of the Medicare Beneficiary Ombudsman: Medicare Beneficiary Ombudsman
ACCREDITING ENTITY	Accreditation Commission for Health Care, INC (ACHC) 139 Weston Oaks Ct Cary NC, 27513 Phone: 1-855-937-2242 www.achc.org
OFFICE OF INSPECTOR GENERAL	http://oig.hhs.gov/