

# Patient Rights & Responsibilities

The Center presents a Patient's Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his/her physician, and the organization.

## At Glastonbury Surgery Center, you have the right to:

- Considerate, dignified and respectful care in a safe, comfortable environment.
- Personal privacy and confidentiality.
- Be free from discrimination or reprisal.
- Be free from all forms of abuse or harassment.
- Know the names of health care providers and their role in your care.
- Know you have the right to change healthcare providers, if other qualified providers are available.
- Treatment by compassionate, skilled, qualified health professionals.
- Be fully informed about and participate in your care and treatment plans and the expected outcomes and potential risks of your procedure.
- Make informed decisions.
- Timely information regarding facility policy that may limit its ability to implement a legally valid advance directive.
- Refuse treatment as allowed by laws.
- Evaluation, service and/or referral as indicated by the urgency of the case.
- To be transferred to another facility when medically necessary with explanation concerning this need, its risks and alternatives, as well as acceptance by the institution of transfer in advance of such transfer.
- The right to consent or decline to participate in proposed research studies or human experimentation affecting care or treatment.
- Review and obtain copies of your medical records.
- Receive treatment in an environment that is sensitive to your beliefs, values and culture.
- Be informed about the care you will need after discharge.
- The right to know your physician may have ownership in the center.
- The right to file a verbal and/or written grievance as outlined in the Grievance Policy.
- If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are 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.

## At Glastonbury Surgery Center, these are your responsibilities as a patient:

- Give us complete information about your medical history, including any medications you may be taking.
- Tell us what you need. If you do not understand your care plan, ask questions.
- Be part of your care.
- Arrange for a responsible adult to provide transportation home and to remain with you for 24 hours after your procedure.
- To follow up on your doctor's instruction, take medication when prescribed, to make follow-up appointments as directed, and ask questions concerning your own health care as necessary.
- To fully participate in decisions involving your own health care and to accept the consequences of these decisions if complications occur.
- If you are not satisfied with your care, please tell us how we can improve.
- Be considerate of the rights of other patients, families, and facility personnel.
- Give us any insurance information we need to help get your bill paid and fulfill financial obligations to the Center.
- Any verification of benefits, if provided, has been provided as a courtesy to you. This is not a guarantee of payment. Insurance benefits can sometimes be quoted incorrectly. We strongly recommend that you contact your health plan to verify your insurance information and benefits.

## DISCRIMINATION – POLICY

Glastonbury Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Glastonbury Surgery Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Glastonbury Surgery Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print or, electronic formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

**If you need these services, contact Alba Vazquez, Business Office Manager or Cheryl Parent, Administrator at 860.633.0003.**

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-860-633-0003.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al  
Call 1-860-633-0003.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para  
Call 1-860-633-0003.

Patients who believe that the Center has failed to provide these services may file a complaint either in person or by mail, fax, or email. The complaint should be filed with the Center Administrator, whose contact information is listed in the Grievance Procedure Section.

Patients can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights.

## U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>

## GRIEVANCE PROCEDURE – POLICY

The facility utilizes methods for patient/visitor grievances, input, and suggestions to the organization. Patients, patient's family and visitors to Glastonbury Surgery Center may file a verbal complaint with a supervisor on duty or they may file a formal written complaint with suggestions to Administration.

- Complaints are reviewed and acted upon as they are received.
- The patient, patient's family, and visitors to Glastonbury Surgery Center may contact the following agency if not satisfied with the outcome of their complaint:

Facility Administrator or  
Clinical Director 860.633.0003

AAAHC 847.853.6060  
Email: [info@AAAHC.org](mailto:info@AAAHC.org)

CT Dept of Public Health  
410 Capitol Avenue  
Hartford, CT 06134-0308  
1.800.509.7400  
TTY: 860.509.7191

Medicare Ombudsman  
1.800.633.42273  
<https://www.medicare.gov/claims-and-appeals/index.html>

## ADVANCED MEDICAL DIRECTIVES – POLICY

Glastonbury Surgery Center will always attempt to resuscitate a patient and transfer that patient to a hospital in the event their condition deteriorates. The center will make every reasonable attempt to obtain and file in the patient's medical record copies of the following existing documents: Appointment of a Health Care Representative, Living Will and Health Care Instructions, Documentation of Anatomical Gift or a Conservator of the Person for My Future Incapacity.

- The Glastonbury Surgery Center acknowledges the four types of Advance Directives and the policy regarding each is as follows:

### 1. Living Will and Health Care Instructions:

the center will always attempt to resuscitate a patient and transfer that patient to the hospital in the event their condition deteriorates.

**2. Health Care Representative:** the center will honor this document as long as a copy of the document has been provided to the center.

**3. Documentation of Anatomical Gift:** the center will always attempt to resuscitate a patient and transfer that patient to the hospital in the event their condition deteriorates.

**4. Designation of a Conservator of the Person for My Future Incapacity:** the center will honor this document as long as a copy of the document has been provided to the center.

- If an emergency transfer did occur, all chart information would be copied and sent with the patient to the hospital including the patient's information regarding Advance Directives.