

**Wilmington SurgCare  
Patient Rights and Organizational Ethics**

PATIENT RIGHTS AND RESPONSIBILITIES

\* Posted at the Front Desk and in all Pre-operative waiting rooms to be reviewed by the patient and the patient's designated legal representative or surrogate who may exercise the patient's rights to the extent allowed by NC State law where applicable.

The patient has the right to:

1. Treatment without regard to race, sex, age, national origin, culture, economic status, religious background or the source of payment for his/her care.
2. Receive care in a safe setting, along with respect, dignity, and comfort.
3. The knowledge of the name and the surgeon who has primary responsibility for coordination of his/her care and the names and professional relationships of other practitioners who will see him.
4. Receive information from his/her surgeon about his illness, course of treatment, expected outcomes and prospects for recovery in terms that can be understood. When it is medically inadvisable to give such information to a patient, the information is provided to the patient's designated legal representative or surrogate who may exercise the patient's rights to the extent allowed by NC State law where applicable.
5. Receive the necessary information about any proposed treatment or procedure in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of all the procedure(s) or treatment(s) the medically significant risk involved in each, and the name of the person who would carry out the treatment(s) or procedure(s).
6. Participate actively in decisions regarding his/her medical care program, to the extent it is permitted by law, including the right to refuse treatment.
7. Full consideration of privacy concerning his medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly. The patient had the right to be advised as to the reason for the presence of any individual.
8. Confidential treatment of all communications and records pertaining to his/her care. Written permission from the patient will be obtained before medical records are made available to anyone not concerned with his/her care.
9. Reasonable responses to any reasonable request made for services.
10. Reasonable continuity of care and to know in advance the time and location of appointment(s), as well as, the practitioner providing the care.
11. Be advised if the surgeon proposes to engage in or perform human experimentation affecting his care or treatment. The patient has the right to refuse to participate in such research projects.
12. Be informed by his surgeon, or designee, of his continuing health care requirements.
13. Examine and receive an explanation of his itemized bill regardless of the source of payment.
14. Have all patient's rights explained to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient.

15. Express any complaints/grievances regarding treatment or care that fails to be furnished, or suggestions verbally or in writing. **Any comments, questions, concerns, or complaints should be directed to the Quality Improvement Coordinator, Administrator, and/or Surgery Partners, Inc. You may request to see the Quality Improvement Coordinator or Administrator through the front desk, visit our website at HYPERLINK "http://www.surgcare.com/" \o "http://www.surgcare.com/" [www.surgcare.com](http://www.surgcare.com), and/or complete a patient survey. Complaints are monitored and followed-up by the Quality Improvement Coordinator, Administrator, and the Wilmington SurgCare Medical Executive Committee.**
- a). If an individual has any concerns not addressed about patient care and safety at Wilmington SurgCare, he or she is encouraged to contact the Administrator at 910-763-4555 ext. 111. If the concerns cannot be resolved through this manner, the individual is encouraged by Wilmington SurgCare to contact the Accreditation Association for Ambulatory Health Care.\*  
\*The public may contact AAAHC to report any concerns or register complaints about a AAAHC accredited organization by either calling 847-853-6060, emailing HYPERLINK "mailto:info@aaahc.org" \o "mailto:info@aaahc.org" [info@aaahc.org](mailto:info@aaahc.org), or writing to: AAAHC Institute for Quality Improvement, 5250 Old Orchard Rd, Ste 200, Skokie, IL 60077
- b). Individuals may also contact the:  
North Carolina Department of Health and Human Services Division of Health Service Regulation Complaint Intake Unit  
2711 Mail Service Center  
Raleigh, NC 27699-2711  
Web: [www.ncdhhs.gov/dhsr/](http://www.ncdhhs.gov/dhsr/)  
Tel: 800-624-3004, 919-855-4500
- Centers for Medicare & Medicaid Services (CMS)  
Office of the Medicare Beneficiary Ombudsman  
<http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>  
Tel: 1-800-MEDICARE (1-800-633-4227)
16. Have in effect Advanced Medical Directives concerning such issues as Living Wills and Durable Healthcare Power of Attorney that will be identified to the Center and followed as appropriate under State and Federal Regulations.

Patients have the right to appropriate assessment and management of post-operative pain.

Patients have the right to be free from all forms of abuse or harassment of a mental, physical, sexual, or verbal nature; neglect, and exploitation. Any concerns should be addressed immediately with the Quality Improvement Coordinator, Administrator, or Surgery Partners, Inc.

19. Patients have the right to change their provider if other qualified providers are available.
20. Patients have the right to exercise his or her rights without being subjected to discrimination or reprisal.

The patient's responsibilities require the patient to:

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
2. Follow the doctor and Center's instructions regarding their preoperative preparation. Take all medications and follow all instructions given to them after their procedure is completed.

3. Follow the treatment plan prescribed by his/her provider and keep their follow up appointments with their doctor.
4. Ask questions if you do not understand something.
5. Follow all instructions.
6. Accept all consequences.
7. Follow the rules and regulations of Wilmington SurgCare.
8. Show respect and consideration to staff and other patients and family members.
9. Meet all financial commitments for medical goods and services provided at Wilmington SurgCare.

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David P. Lensch, M.D.  
Medical Director

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James M. Shafer, MBA, M.Ed  
Administrator

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Kristina Kloss R.N, BSN, CIC  
Quality Improvement Coordinator  
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