

HERITAGE SURGERY CENTER

STATEMENT ON A PATIENT'S BILL OF RIGHTS

In recognition of the responsibility of this facility in the rendering of patient care these rights are affirmed in the policies and procedures of the Heritage Eye/Surgery Center.

1. The patient has the right to considerate and respectful care and dignity.
2. The patient has every right to every consideration of his privacy concerning his own medical care program. Case discussion, consultation examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient to be present.
3. Reasonable attempts will be made for healthcare workers and staff to communicate in the language or manner primarily used by the patient.
4. The patient has the right to expect that communications and records pertaining to his care should be treated as confidential, and, except when required by law, patients are given the opportunity to approve or refuse their release.
5. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person. That right must be given by the patient in a manner such as a Power of Attorney or an Advanced Directive, as required by state and/or Federal law and regulations. If the patient has not executed an Advanced Directive, the Center can provide a blank form to the patient upon request. The Center's policy is to accept directives to be placed on file, however, any patient treated at the Center will be given life saving measures and/or transferred to a hospital with the directive in the event that it is necessary.
6. The patient has the right to receive from his physician, information necessary to give informed consent prior to any treatment and/or procedure. The patient has the right to refuse treatment to the extent permitted by law and to be informed of his medical consequences of his action. Except in emergencies, such information for informed consent should include but not be necessarily limited to the specific procedures and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information.
7. Patients have the right to change primary or specialty physicians if other qualified physicians are available.
8. The patient has the right to expect that within its capacity, an ASC must make reasonable response to the request of a patient for services. The center must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically necessary, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for alternative treatment and transfer. The institution to which the patient is transferred must first have accepted the patient for transfer.
9. The patient has the right to be advised if the center 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.

10. The patient has the right to know an estimated cost of proposed treatment regardless of the source of payment. Payment is expected at time services are rendered.

11. The patient has the right to expect reasonable continuity of care. He has the right to know in advance, what appointment times and physicians are available and where. The patient has the right to expect that the center will provide a mechanism whereby he/she is informed by his physician or delegate of the physician of the patient's continuing health care requirements following discharge.

12. The patient has the right to receive instructions as to provisions for after-hours and emergency care.

13. The patient has the right to know the credentials of the physician providing services as well as appropriate information regarding the absence of malpractice insurance coverage.

14. The patient has the right to know what services are available at the facility. Patients also have the right to not be misled in regards to the marketing or advertising of the competence and capabilities of the organization.

15. The patient has the right to express suggestions and concerns to the organizations office manager, physician or staff either in person or in writing: 1501 Redbud Blvd, McKinney, TX 75069. If patients are not satisfied with the Center's complaint resolution, a complaint may be filed with the Health and Human Services Commission, Complaint and Incident Intake, Mail Code E-249, PO Box 149030., Austin, TX 78714-9030 or 1-888-973-0022 or <http://www.tmb.state.tx.us/page/place-a-complaint> <https://www.ombudsman-services.org/about-us/contact-us>

16. The patient has the right to obtain information as to any relationship of this center to other health care and educational institutions insofar as his care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals, by name, which is treating him.

17. The patient has the right to know what center rules and regulations apply to his conduct as a patient which includes:

- Patient is to provide complete and accurate information about his/her health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Follow the treatment plan prescribed by his/her provider and participate in his/her care.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by provider
- Accept personal financial responsibility for any charges not covered by his/her insurance.
- Be respectful of all healthcare professionals and staff, as well as other patients.