

GYNEMED SURGICAL CENTER

Patient Rights and Responsibilities

We want to encourage you to take part in your treatment choices, and promote your own safety by being well informed and involved in your care. We have provided these rights and responsibilities to provide guidance for you while you are receiving care in our facility.

You have the right to:

- receive considerate, respectful and compassionate care in a safe setting.
- receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- be told the names of your doctors, nurses, and all health care team members directing and/or providing your care.
- be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes.
- have full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort during any type of exam.
- access protective and advocacy services in cases of abuse or neglect.
- participate in decisions about your care, treatment and services provided, including the right to refuse treatment to the extent permitted by law.
- receive complete and understandable information about the instructions you need to follow after discharge from our facility.
- receive detailed information about your hospital and physician charges.
- have all records about your care remain confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records.
- to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a department manager. You may also contact the Office Manager at 410-391-1000.

If your concern is not resolved to your liking, you may also contact:

Maryland Department of Health & Hygiene
Office of Health Care Quality
Bland Bryant Building
Barbara Fagan
55 Wade Ave
Catonsville, Maryland 21228
410-402-8000

Medicare Office of Ombudsman:

<http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

Your Responsibilities

- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and services plan.
- Please leave valuables at home and only bring necessary items for your visit.
- You are expected to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner.
- You have the responsibility to keep appointments, be on time, and call your health care provider if you cannot keep your appointments.

Advance Directives

An advance directive speaks for you if you are unable to speak and helps to assure that your religious and personal beliefs will be respected. It is a useful document for an adult of any age to plan for future health care needs.

Gynemed Surgical Center does not honor advance directives in regards to Do Not Resuscitate (DNR).

Information to assist in writing an advance directive can be obtained at: (410) 576-7000

<http://www.oag.state.md.us/HealthPol/AdvanceDirectives.htm>

Ownership Disclosure: David O'Neil, MD