

HORIZON SURGICAL SPECIALISTS, PA

Patient Rights

As a patient in our practice, you have many rights that we are committed to protecting and promoting.

Your rights include the following:

1. You have the right to access to treatment without regard to race, color, national origin, age, or any disability.
2. You have the right to have the hospital promptly notify a family member/representative and your physician of your admission to the hospital.
3. You have the right to considerate and respectful care, and to give us feedback about your care.
4. You have the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
5. You have the right to participate in the development and implementation of your plan of care, and to know the identity and professional status of those involved in your care, including if the care giver is a student or trainee or is professionally associated with other individuals or healthcare institutions involved in your care.
6. You have the right to make informed decisions about your care. This includes being informed of your health status, being involved—before and during the course of treatment—in your care planning and treatment, being informed as to all proposed technical procedures and treatment as well as alternatives for care, being able to request or refuse medically appropriate treatment to the extent permitted by law, and being informed of the medical consequences of such action. If you refuse a recommended treatment, you will receive other needed and available care.
7. You have the right to formulate an advance directive (such as a Living Will or durable power of attorney for health care) with the expectation that the practice staff and practitioners will honor the directive to the extent permitted by law and hospital policy.
8. You have the right to expect that, within the practice's capacity and policies, the practice will make a reasonable response to any patient's request for appropriate care and services. Our practice is committed to according individuals impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.
9. If requested (by you the patient) or if medically appropriate and legally permissible, you may be transferred to another facility after being informed about the need for, risks, benefits, and alternatives to transfer. You will not be transferred until the other facility agrees to accept you.
10. You have the right to personal privacy, to receive care in a safe setting, and to be free from all forms of abuse or harassment. You have the right to refuse to talk with or see anyone not officially connected with the practice, or person's officially connected with the practice but not directly involved in your care.
11. You have the right to expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in your care will not be present without your permission.
12. You have the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes having the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which disrobing was needed.
13. You have the right to access people outside of the practice by means of visitors and by verbal and written communication.
14. If you do not speak or understand the predominant language of the community, you will have access to an interpreter.
15. You have the right to be free from restraints of any form that are not medically necessary. For behavior management, all patients have the right to be free from seclusion and restraints except for those rare emergency situations where they must be used to ensure a patient's physical safety and less restrictive interventions have been determined to be ineffective.
16. You have the right to confidentiality of your clinical records. The health information in your medical record will be used to provide your treatment, to process and collect payment for related supplies and services and, as necessary, to support the administrative, financial, and legal operations of the practice. Your health information may also be released as permitted or required by law for health oversight activities, to report public health risks, or in cases such as suspected abuse. Your rights regarding your health information and its proper uses and disclosures are described in greater detail in the practice Notice of Privacy Practices.
17. You have the right to have your medical record read only by individuals directly involved in your treatment or in the monitoring of quality. Other individuals can only read your medical record on your written authorization or that of your legally authorized representative.
18. You have the right to expect all communications and other records pertaining to your care, including the source of payment for treatment, to be treated as confidential.
19. You have the right to know if this practice has relationships with other healthcare facilities, educational institutions, or other outside parties that may influence your care.
20. You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the practice otherwise provides.
21. You have the right to examine and receive an explanation of your bill, regardless of source of payment. You have the right to know about payment methods. At your request and your expense, you have the right to consult with a specialist.
22. You have the right to expect reasonable continuity of care and to be informed of realistic care alternatives when our care is no longer appropriate.
23. You have the right to be informed of practice policies and practices that relate to your care, treatment, and responsibilities. You have the right to know about practice resources, such as patient representatives, patient complaints and grievance processes, or ethics committees that can help you resolve problems and questions about your care. To access these resources, notify staff or call 828-758-5501 to speak directly with management.
24. You have the right to appropriate assessment and management of pain.

Patient Responsibilities

1. You have responsibilities as a patient. You are responsible for providing information about your health, including past illnesses, hospital stays, and the use of medicine. You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
2. This practice works to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for being considerate of the needs of other patients, staff, and the hospital. You are responsible for providing information for insurance and for working with the practice to arrange payment, when needed.
3. Your health depends not just on your physician's care but also, in the long term, on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health. A physician serves many purposes. Physicians work to improve people's health; treat people with injury and disease; educate donors, health professionals, patients, and community members; and improve understanding of health and disease. In carrying out these activities, this practice works to respect your values and dignity.