

# Patients Bill of Rights and Responsibilities

- All patients have the right to be treated with dignity and respect.
- All patients have the right to expect their family and friends who accompany them to the center to be treated with dignity and respect.
- All patients have the right to a safe environment in the ASU and to safe practices of the health care team members.
- All patients have the right to obtain a second opinion, and to change physicians if they so desire.
- All patients have the right to be communicated with in a manner that they will understand. They have the right to use an interpreter.
- All patients have the right to information regarding their diagnosis, treatment, cost and prognosis. If it is medically advisable to withhold this information from the patient, a legally authorized representative should have the right to the information.
- All patients have the right to know the names and professional status of members of the health care team. They also have the right to know the participation of each health care team member regarding their treatment.
- All patients have the right to refuse treatment to the point where legal measures intervene. If the patient refuses treatment that would jeopardize his or her health or safety, he or she has the right to be advised of this jeopardy, and the health care team has the right to terminate treatment after reasonable notice has been given.
- All patients have the right to an informed consent.
- All patients have the right to know when an experimental procedure, treatment or item is to be used on them.
- All patients have the right to know where and why they are to be transferred to another facility if emergency situations arise, and transfer becomes necessary.
- All patients have the right to an itemized statement and an explanation of the charges and services.
- All patients have the right to expect their care to be given without regard to their race, creed, sex, national origin or ability to pay.
- All patients have the right to refuse to converse with or be seen by any person not affiliated with the ASI and involved in their treatment, insurance, medical records, or other support service.
- All patients have the right to an explanation when requested, to the ASU's policies, expectations of patients, and means of handling complaints.
- All patients have the right to expect any discussion of their case will be handled discreetly and only between those people involved directly or indirectly with their care.
- All patients have the right to expect their medical records to be held in strict confidentiality. They have the right to release their records or portion of their records to outside institutions or individuals.

- All patients have the right to a member of the same sex as themselves to be present during certain portions of a physical examination. They also have the right to be disrobed no longer than necessary for that portion.
- All patients have the right to expect privacy when being questioned or examined.
- All patients have the right to wear personal clothing, religious symbols or other symbolic items as long as they don't interfere with a treatment or procedure.
- All patients have the right to expect the means of payment and other financial arrangements to be held in confidence.
- All patients are responsible for behavior which shows respect and consideration for other patients, family, visitors, and personnel of the ASU, and for the equipment, grounds, and building of the ASU.
- All patients are responsible for assuring their financial indebtedness to the ASU is resolved in a timely manner.
- All patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow the instructions given them by the physician or other health team member.
- All patients are responsible for providing the ASU with an accurate past and present medical record. Said record will include, but not be limited to, past illnesses, surgeries, hospitalizations, medications, allergies, and other pertinent data.
- All patients are responsible for following the recommended plan of treatment as given to him or her by his or her physician or other authorized personnel of the ASU.
- All patients are responsible for notifying the ASU of any change in their condition.
- All patients are responsible for keeping their appointments.
- All patients are responsible for carrying out their pre-operative and post-operative instructions as given to them by the ASU.
- All patients are responsible for the conduct of their family members, visitors, and should instruct said people to behave in a responsible and respectful manner.
- All patients are responsible for the disposition of their valuables, as the ASU does not assume this responsibility.
- All patients are responsible for notifying the ASU if tardiness or cancellation may affect their scheduled appointment for surgery.

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