

PATIENT RIGHTS

PURPOSE

To establish how the surgery center upholds all patient rights and meets the disclosure requirements set forth by the Minnesota Department of Health and the Centers for Medicare and Medicaid Services.

POLICY

The surgery center meets all patient rights disclosure requirements set forth by the MN Department of Health and the Centers for Medicare and Medicaid Services.

1. Medical staff, employees, and administration of the surgery center will, at all times, uphold a patient's civil and religious liberties, including the right to independent personal decisions and knowledge of available choices. This facility shall encourage and assist in the fullest possible extent the exercise of these rights.
2. Patients will be provided with a verbal and written notice of their patient rights in advance of their procedure. The surgery center provides information in a manner tailored to the patient's age, language, and ability to understand; provide interpreting and translation services, as necessary and communicate with the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs. Documentation will be notated on the patient's legal medical record that a notice of patient rights was given.
3. The patient will be asked to sign a statement upon admission to acknowledge that they have received a verbal and written notice of patient rights in advance of their procedure.
4. A notice of patient rights will be posted in an area of the surgery center where it is likely to be noticed by all patients.
5. Patients may exercise their rights free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge or punitive action.
6. The surgery center prohibits all forms of abuse, neglect (as a form of abuse), and harassment from staff, other patients, or visitors. The following steps will be taken to prevent abuse, neglect and harassment in the surgery center:
 - a. **Prevent** - Persons with a record of abuse or neglect should not be hired or retained as employees. The surgery center has a process in place to screen all applicants for employment or privileges to practice in the surgery center.
 - b. **Identify** - The surgery center has a proactive approach to identify events and occurrences that may constitute or contribute to abuse and neglect.
 - c. **Train** - The surgery center, during its orientation program, and through an on-going training program, should provide all employees with information regarding patient abuse and neglect, including who in the surgery center is authorized to receive and handle allegations of abuse and neglect.
 - d. **Investigate** - The surgery center ensures, in a timely and thorough manner, an objective investigation of all allegations of abuse, neglect, or mistreatment. This includes investigation not only of grievances from patients or their representatives (see Patient Grievance Policy), but also allegations from any other source.

- e. **Respond** - The surgery center should assure that any and all incidents of abuse, neglect, or harassment are reported and analyzed, and the appropriate corrective, remedial or disciplinary action occurs, in accordance with the applicable local, State, or Federal law.
- 7. The surgery center is prohibited from conditioning its treatment, payment, health plan enrollment, or eligibility for benefits on either of the following:
 - a. Requiring individuals to waive their rights to file a complaint with the Secretary of Health and Human Services.
 - b. Requiring individuals to waive any other right the individual has under the Privacy Regulation.
- 8. All individuals have the right to file a complaint with the Secretary of Health and Human Services. At no time will treatment, payment or eligibility for benefits be denied if a waiver is not signed.

RESOURCES/RELATED POLICIES

MN Patient Bill of Rights