

IREDELL SURGICAL CENTER
1720 Davie Avenue, Statesville, NC 28677
(704) 871-0081

We are pleased that you and your physician have chosen Iredell Surgical Center for your upcoming procedure. Our staff is professionally trained to provide the highest quality care at the lowest possible cost. We want your visit to be an excellent experience. It is the responsibility of the Center to provide you with a written copy of your responsibilities and rights as well as the Center's policy on Advance Directives prior to the date of your procedure. The Center is also required to inform you regarding physician ownership or investment. We encourage you to ask questions and to let the staff know of any special needs you may have.

ADVANCE DIRECTIVES:

Each patient has the right to be treated in an individual and holistic manner. The issues of a Living Will, Advance Directive and Healthcare Power of Attorney will be addressed according to each patient's desire and the need for more information.

- **To ensure that all necessary actions are taken to preserve life in an emergency situation, all Advance Directives and DNR (do not resuscitate) Orders will not be honored while you are a patient at the Center.** If you so desire, a copy of your Advance Directive or DNR Orders may be made a part of your medical record. In the event that you require transfer to another facility, this information will be transferred along with any other necessary medical information.

PATIENT'S RESPONSIBILITIES

The care a patient receives depends partially on the patient himself/herself. Therefore, in addition to their rights, a patient has certain responsibilities as well.

1. The patient is responsible for providing accurate and complete information concerning his/her past medical history and other matters about his/her health.
2. The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
3. The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses as they carry out the physician's orders.
4. The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.
5. The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
6. The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
7. The patient is responsible for following facility policies and procedures.
8. The patient is responsible for being considerate of the rights of other patients and facility personnel.
9. The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.
10. The patient is responsible for informing the Center of the existence of any Advance Directive, Living Will, or Healthcare Power of Attorney you may have created.

FINANCIAL DISCLOSURE:

The Center is required to inform all patients / patient guardian(s) regarding physician ownership or investment. Iredell Surgical Center has physicians who have elected to invest in the Center in order to provide quality, cost effective health care. They are as listed:
Dr. Roger Roark, Dr. Paul Swaney, Dr. Gary Robinson, Dr. Jeffrey Kuhlman, Dr. Eugene Wells.

A Patient's Bill of Rights

1. Patients have the right to considerate and respectful care, without discrimination, that is compassionate and respects personal dignity, values and beliefs.
2. Patients have the right to participate in and make decisions about their care, treatment, and alternatives in a manner that is understood. Patients have the right to interpretative services if needed. Patients also have the right to know the immediate and long-term implications of treatment choices including the refusal of such care, insofar as they are known.
3. Patients have the right to know the identity of physicians, nurses, and others involved in their care as well as when those involved are students, residents, or other trainees.
4. Patients have the right to private and confidential treatment, communications and medical records to the extent permitted by law.
5. Patients have the right to access medical records in a reasonable time frame to the extent permitted by law.
6. Patients have the right to expect that, within its capacity and policies, the Center will make reasonable response to the request of a patient for appropriate and medically indicated care and services. Patients have the right to be informed about transfers to another facility and to be provided complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.
7. Patients have the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
8. Patients have the right to consent or decline to participate in proposed research studies without compromising their access to treatment, care and services.
9. Patients have the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when care in the Center environment is no longer appropriate.
10. Patients have the right to be informed of Surgery Center policies and practices that relate to patient care, treatment and responsibilities.
11. Patients have the right to receive general information, as well as the Center's policies, regarding Advance Directives, Living Wills, and Healthcare Power of Attorney
12. Patients have the right to be informed of the Surgery Center's charges for services and available payment methods.
13. Patients have the right to access advocacy or protective services agencies and a right to be free from abuse.
14. Patients and their families have the right to have their compliments, concerns and complaints addressed. Sharing your concerns and complaints will not compromise your access to care, treatment and services.
Please call: **Glenda Tallent, Administrator: 704-871-0081.**

TO REPORT COMPLAINTS

North Carolina Department of Health and Human Services / Division of Facility Services
701 Barbour Dr. PO Box 29530 Raleigh, NC 27626-0530 Phone: 1-800-624-3004
Centers for Medicare and Medicaid Services- <http://www.medicare.gov/ombudsman/resources>