

Patient's Bill of Rights

The staff of the **Ramapo Valley Surgical Center** recognizes you have rights, as a patient receiving medical care. In return, there are responsibilities for certain behavior on your part, as the patient. These rights and responsibilities include:

A patient has the right to:

- ❖ be treated with utmost courtesy and respect, with appreciation of his individual dignity, and the protection of his need for privacy
- ❖ a prompt and reasonable response to questions and requests
- ❖ know who is providing medical services and who is responsible for his care
- ❖ know what patient support services are available, including whether an interpreter is available
- ❖ know what rules and regulations apply to his conduct
- ❖ be given by his health care provider information concerning diagnosis, a planned course of treatment, alternatives, risks and prognosis
- ❖ refuse treatment, except as otherwise provided by law
- ❖ be given, upon request, full information and necessary counseling on the availability of known financial resources for his care
- ❖ know, upon request and in advance of treatment, whether the health care provider or healthcare facility accepts the Medicare assignment rate
- ❖ receive, upon request, prior to treatment, a reasonable estimate of charges for medical care
- ❖ receive a copy of a clear and understandable itemized bill and , upon request, have all charges explained
- ❖ impartial access to medical treatment and accommodations, regardless of race, national origin, religion, physical disability, or source of payment
- ❖ treatment for any emergency medical condition that will deteriorate from failure to provide treatment
- ❖ express concerns regarding any violation of patient rights
- ❖ have the right to change primary or specialty physicians if another qualified physician is available

A patient is responsible for:

- ❖ providing his health care provider, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to health
- ❖ reporting unexpected changes in his condition to his health care provider
- ❖ reporting to his health care provider whether he comprehends a contemplated course of action and what is expected of him
- ❖ following the treatment plan recommended by the health care provider
- ❖ his actions if he refuses treatment or does not follow the health care provider's instructions
- ❖ assuring that the financial obligations of his care are fulfilled as promptly as possible
- ❖ following health care facility rules and regulations affecting patient care and conduct

COMPLAINTS

If you have a question or concern about your rights or responsibilities, please let us know. We want to ensure we provide you with excellent service.

If you have any concerns about the care being provided in this licensed ambulatory surgery center you may file a complaint with the Division of Health Facilities Evaluation and Licensing, NJ Dep. Of Health, PO Box 367, Trenton NJ 08625-0367, (609) 792-9770, during normal work hours.

HOTLINE 1-800-792-9770 24 HOURS

You may also call to discuss your concerns with the Administrative Directors for this facility at 201-995-9975. Jeanette Chietero/Lisa Korinski, RN

John Pillitteri, MD
MEDICAL DIRECTOR