

## PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, or parent or legal guardian of a minor patient, you have a right to:

- Be treated with respect, consideration and dignity.
- Respectful care given by competent personnel with consideration of their privacy concerning their medical care.
- Be given the name of their attending physician, the names of all other physicians directly assisting in their care, and the names and functions of other health care persons having direct contact with the patient.
- Have records pertaining to their medical care treated as confidential and, except when reviewed by law, patients are given the opportunity to approve or refuse their release.
- Expect emergency procedures to be implemented without delay.
- Expedient and professional transfer to another facility when medically necessary and to have the responsible person and the facility that the patient is transferred to be notified prior to transfer.
- Good quality care and high professional standards that are continually maintained and reviewed.
- Full information in layman's terms concerning diagnosis, treatment and expected outcome; if it is not medically advisable to give this information to the patient, the information shall be given to the responsible person on his/her behalf.
- Receive a second opinion concerning the proposed surgical procedure, if requested.
- Information on after-hour and emergency care is provided to the patient or their representative in their after visit summary (AVS).
- Give an informed consent to the physician prior to the start of a procedure.
- Be advised of participation in a medical research program or donor program; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program that has previously given informed consent to participate in.
- Receive appropriate and timely follow-up information of abnormal findings and tests.
- Receive appropriate and timely referrals and consultation.
- Receive information regarding "continuity of care." Refuse drugs or procedures

- and have a physician explain the medical consequences of the drugs or procedures.
- Medical and nursing services without discrimination or reprisal based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
- Be given the opportunity to participate in discussions involving their healthcare, except when such participation is contraindicated for medical reasons.
- Have access to an interpreter whenever possible.
- Be provided with, upon written request, access to all information contained in their medical record.
- Accurate information regarding the competence and capabilities of the organization.
- Receive information regarding methods of expressing suggestions or grievances to the organization.
- File any complaints/grievances with the administration at Mercy Surgery Center, LLC and receive an appropriate response within ten (10) business days. Contact information for administration is Mercy Surgery Center – Administration, 1195 Boyson Rd Suite 3, Hiawatha, Iowa 52233. The telephone number is 319/832-3910
- Refer complaints or grievances regarding quality of care, premature discharge, or beneficiary complaints to the Iowa Department of Inspections and Appeals, Health Facilities Division, Lucas State Office Building, 321 East 12th Street, Des Moines, IA 50319. The telephone number is 515-281-4115. Medicare patients may also refer concerns through <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>.
- Appropriate assessment and management of pain.
- Participate in their own healthcare decisions except if this is contraindicated due to medical reasons.
- Information regarding fees for services and payment policies.
- You may request to change providers if other qualified providers are available.
- Receive a Patient Privacy Notice which provides an explanation of how their protected health information is utilized and to those that may need to receive it.
- A verbal and written notice of these patient rights and responsibilities, receive information pertaining to the facility's policy for advance directives (including a

description of applicable state health and safety laws and if requested, official state advance directive forms), written disclosure of physician financial interests or ownership, all of which must be provided in advance of the procedure.

- Receive care in a safe setting and one that is free from all forms of abuse or harassment. Know what Mercy Surgery Center rules and regulations apply to their conduct as a patient.

As a patient, you have the responsibility to:

- Provide the Mercy Surgery Center staff with complete, accurate health information, any medications including over-the-counter products, dietary supplements and any allergies or sensitivities.
- Follow instructions given by his/her surgeon, anesthesiologist, and operative care team.
- Provide a responsible adult to transport the patient home from the facility and remain with him/her for 24 hours if required by the physician.
- Provide the Mercy Surgery Center with all information regarding third-party insurance coverage.
- Fulfill financial responsibility for all services received as determined by the patient's insurance carrier.
- Be respectful of all healthcare providers, staff, other patients and visitors – disruptive behavior will not be tolerated.
- Inform a facility staff member regarding any of the following:
  1. If they feel that their privacy has been violated.
  2. If their safety is being threatened.
  3. If they feel a need/desire to file a grievance.

## POLICY ON ADVANCED DIRECTIVES

**Mercy Surgery Center does recognize advanced directives and will use all measures possible to sustain life. Mercy Surgery Center does not honor DNR status.**

If an emergency transfer did occur, all chart information is available electronically through the EPIC system to the hospital. Because of this, if you have an advanced directive, please bring a copy of this to be placed within your medical record at the Mercy Surgery Center so the receiving hospital is aware of your directives.



1195 Boyson Road Suite 3  
Hiawatha, Iowa 52233

**Mission: To provide individualized, compassionate, superior care for patients requiring surgery in an outpatient setting with *The Mercy Touch*®.**

*Disclosure of ownership: The Mercy Surgery Center is owned by Mercy Medical Center and PCI MMC Surgery Center Investment Company, LLC.*

*Physicians with an ownership interest in PCI MMC Surgery Center Investment Company, LLC include:*

- Lisa Coester, MD
- John Hart, MD
- James Pape, MD
- Peter Chimenti, MD
- Scott Ekroth, MD
- Greg Hill, MD
- Kyle Switzer, DO
- Meiying Kuo, MD
- Dan Fabiano, MD
- Sandeep Munjal, MD
- Matt White, MD
- Clifford Novak, MD
- David Hart, MD
- Jeffrey Nassif, MD
- Kevin Eck, MD
- Peter Pardubsky, MD