



Patient Bill of Rights and Responsibilities

Patients and families are our number one concern. It is a priority at the Center that patients and families are as comfortable as possible during their stay at the Center. The following statement of patient rights and responsibilities is present as the policy for the Center, but does not presume to be a complete representation of all mutual rights and responsibilities.

Patient Rights

1. "To be informed of these rights, as evidenced by the patient's written acknowledgement, or by documentation by staff in the medical record, that the patient was offered a written copy of these rights and given a written or verbal explanation of these rights, in terms the patient could understand. The facility shall have a means to notify patients of any rules and regulations it has adopted governing patient conduct in the facility."
2. "To be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third party payment or not covered by the facility's basic rate."
3. "To be informed if the facility has authorized other health care and educational institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and to refuse to allow their participation in the patient's treatment."
4. "To receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and expected result(s). If this information is detrimental to the patient's health, or if the patient is not capable of understanding information, the explanation shall be provided to the patient's next of kin or guardian. This release of information to the next of kin or guardian, along with the reason informing the patient directly, shall be documented in the patient's medical record."
5. "To participate in the planning of the patient's care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record."
6. "To be included in experimental research only when the patient gives informed written consent to such participation, or when a guardian gives consent for an incompetent patient in accordance with law, rule and regulation. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices."
7. "To voice grievances or recommend changes in policies and services to facility personnel, the governing body, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal."
8. "To be free from mental and physical abuse, free from exploitation, and free from the use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel."
9. "To confidential treatment of information about the patient. Information in the patient's medical record shall not be released to anyone outside the facility without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the New Jersey State Department of Health for statutorily authorized purposes. The facility may release data about the patient for studies containing aggregated statistics when the patient's identity is masked."

10. "To be treated with courtesy, consideration, respect, and recognition of the patient's dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when the facility personnel are discussing the patient."
11. "To not be required to perform work for the facility unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, State, and Federal laws and rules."
12. "To exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient."
13. "To not be discriminated against because of age, race, religion, sex, nationality, or ability to pay, or deprived of any constitutional, civil, and/or legal rights solely because of receiving services from the facility."
14. "To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care in accordance with N.J.A.C. 8:43E-6."

Patient Responsibilities

1. To give your doctor and the Center staff complete and accurate information about your condition and care, including the reporting of unexpected changes in your condition to your physician and nurse.
2. To follow the orders and instructions given by your doctor and instructions given by the staff for your care, including keeping follow-up appointments after discharge.
3. To report unexpected changes in your condition to your physician and nurse.
4. To bring a current copy of your advance directives to be placed in your medical record prior to the time of your admission.
5. To accept responsibility for refusing treatment.
6. To show consideration for other patients by following all rules and regulations pertaining to smoking, visitors, noise and general conduct.
7. To accept financial obligations associated with your care.
8. To be considerate of staff members who are caring for you. A mutual spirit of respect and cooperation allows us to serve you best.
9. To advise your nurse, physician, caregiver and/or the business office staff of any dissatisfaction you may have regarding your care.

Patient Satisfaction

Assessment of patient/family satisfaction is most important to us. Please take the time to complete our survey. Every attempt is made by the nurse to contact each patient within 24-72 hours after discharge. Please let us know how we can improve our service to you.

Voicing Complaints

All patient complaints will be investigated. If you have a complaint concerning quality of care, you can contact the Administrator of the Center or New Jersey Department of Health at the following address:

Executive Director
Centennial Surgery Center
502 Centennial Blvd
Voorhees, NJ 08043
Phone: 856-874-0790

New Jersey State Department of Health
Division of Health Facilities Evaluation
and Licensing
PO BOX 367
Phone: 1-800-792-9770

State of New Jersey
Office of the Ombudsman
for the Institutional Elderly
PO BOX 808
Trenton, New Jersey 08625-0808
Telephone: 1-877-582-6995

<http://www.medicare.gov/Ombudsman/activities.asp>

<http://www.state.nj.us/publicadvocate/seniors/elder/>