

Patient's Rights & Responsibilities

RIGHTS OF THE PATIENT:

- Patients shall have the following rights without regard to age, race, sex, national origin, religion, cultural or physical handicap, personal value and benefits
- Personal privacy is safeguarded at check-in & evaluation and treatment areas.
- Every patient has the right to receive from his/her physician enough information so that he/she may understand the procedure or treatment being received in order to sign informed consent. In addition, the patient can exercise these rights without being subjected to discrimination or reprisal.
- Every patient has the right to courtesy, respect, dignity, privacy, responsiveness, and timely attention to his/her needs.
- Every patient has the right to a safe environment.
- Every patient has the right to every consideration of his privacy and individuality as it relates to his social religious and psychological well being.
- Every patient has the right to confidentiality. Has the right to approve or refuse the release of medical information to any individual outside the facility, except in the case of transfer to another health facility or as required by law or third party payment contract.
- Every patient has the right to continuity of health care. The physician may not discontinue treatment of a patient as long as further treatment is medically indicated, without giving the patient sufficient opportunity to make alternative arrangements.
- Every patient is provided complete information regarding diagnosis, treatment and prognosis, as well as alternative treatments or procedures and possible risks and side effects associated with treatment. If medically inadvisable to disclose to patient such information, the information is given to a person designated by patient or to a legally authorized individual.
- Every patient has the right to make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment.
- Every patient has the right to change health care providers at any time
- Every patient has the right to be informed of any research or experimental projects and to refuse participation without compromise to the patients usual care.
- Every patient has the right to appropriate treatment and care to include the assessment managements of pain.
- If a patient is adjudged incompetent under applicable state laws by a court or proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- If a state court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by the State law.
- Every patient has the right to understand facility charges. You have the right to an explanation of all facility charges related to your health care.
- Every patient has the right to all resuscitative measures; therefore we will not honor Advance Directives.

- Every patient has the right to be free of all forms of abuse and harassment.
- Every patient has the right to know methods for expressing grievances and suggestions to the surgery center. In addition, every patient has the right to a fair process for resolving differences with their health plan, healthcare providers, and the institution that serves them.
- Every patient has the right to express grievances to the administrator of SurgCenter of Northern Baltimore at the following number 410.657.8008 without fear of reprisals.
- Every patient has the right to express grievances or complaints without fear of reprisals.

RESPONSIBILITIES OF THE PATIENT:

- Patients are responsible to be honest and direct about matters that relate to them, including answering questions honestly and completely.
- Patients are responsible to provide accurate past and present medical history, present complaints. Past illnesses, hospitalizations, surgeries, existence of advance directive, allergies or sensitivities, (to include OTC) medication, dietary supplements and other pertinent data.
- Agree to accept all caregivers without regard to race, color, religion, sex, age, gender preference, handicap, or national origin.
- Patients are responsible for assuring that the financial obligations for health care rendered are paid in a timely manner.
- Patients are responsible to sign required consents and releases as needed.
- Patients are responsible for their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or SurgCenter of Northern Baltimore employees.
- Patients are responsible for keeping their procedure appointment. If they anticipate a delay or must cancel, they will notify SurgCenter of Northern Baltimore as soon as possible.
- Patients are responsible for the disposition of their valuables, as SurgCenter of Northern Baltimore does not assume the responsibility.
- Patients are responsible to be respectful of others, or other people's property and the property of SurgCenter of Northern Baltimore. This includes health care professionals and staff, as well as other patients or visitors.
- Patients are to observe safety and no smoking regulations.

PATIENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance you may contact the facility Administrator by phone at (410) 657-8008 or by mail to the center address.

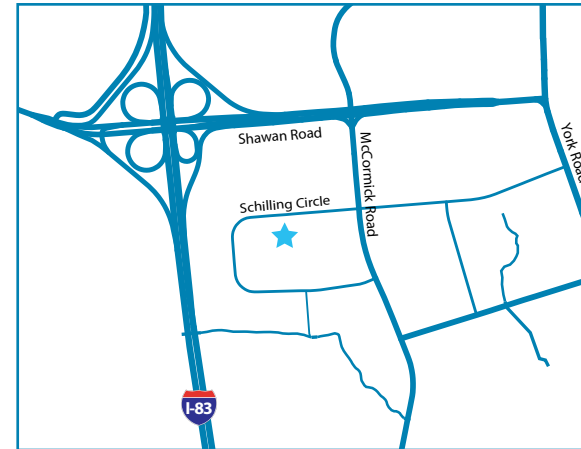
Complaints and grievances may also be filed through OHCQ, 7120 Samuel Morse Drive, 2nd Floor, Columbia, MD 21046, OR by phone at (410) 402-8040.

All Medicare beneficiaries may file a complaint or grievance with the Medicare Beneficiary Ombudsman Online at: <https://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html>



215 Schilling Circle, Suite 111
Hunt Valley, Maryland 21031-1112

Phone: (410) 657-8008
Fax: (410) 657-8006
scnorthbaltimore.com



FROM THE NORTH

- Take I-83 south toward Hunt Valley
- Exit 20A, Shawan Road, toward Cockeysville
- Merge onto Shawan Road
- Turn right onto McCormick Road
- Turn right onto Schilling Circle
- 215 Schilling Circle is on the left
- SurgCenter of Northern Baltimore is located in Suite 111

FROM 695

- Take I-83 north toward Cockeysville
- Exit 20A, Shawan Road, toward Cockeysville
- Merge onto Shawan Road
- Turn right onto McCormick Road
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General Information

SurgCenter of Northern Baltimore is licensed by the State of Maryland and was established by clinical personnel to offer safe, high-quality surgical care.

You will find that because the center specializes in outpatient surgery, our patients enjoy many advantages including personalized service and excellent medical care.

Specialties

- ENT
- Ophthalmology
- Oculoplastics
- Plastics

Helpful Reminders

Please limit the number of family or friends who come with you. Seating is very limited.

If you are driving more than 30 minutes, put one or two pillows in your car so you can elevate the operative extremity.

Females will need to give a urine sample for a pregnancy test pre-operatively.

If you or your family need the services of a foreign-language or hearing impaired interpreter, please call to arrange for one at no cost to you **prior to the day of surgery.**

Before Your Surgery

A nurse from SurgCenter of Northern Baltimore will contact you prior to your surgery to review your health history, medications and pre-operative instructions.

Please notify your surgeon if there is a change in your physical condition such as cold, fever or respiratory problems.

Do not eat or drink anything after midnight the night before your operation, including no hard candy or cigarettes. If your child is the patient, please be careful to monitor this. Also, please follow any other special instructions your surgeon may have given you. Failure to follow these instructions may result in cancellation of your surgery.

Please be sure to tell your surgeon if you are on any type of blood thinners or aspirin. Please do not take any medications after midnight unless instructed by your surgeon or the nurse at our center.

It is extremely important to arrange for a responsible adult to accompany you to SurgCenter of Northern Baltimore and remain with you the first 24 hours after surgery.

The Day of Surgery

Wear loose, comfortable clothing that is large enough to accommodate a bandage after surgery. Wear comfortable shoes such as slip-ons.

You will need to change into a surgical gown once in the pre-op area.

Do not wear any jewelry (including body piercing), makeup or cologne. Do not bring any valuables with you other than a photo ID and all insurance cards.

Wearing contact lenses is NOT advised. We provide containers for removable dentures and bridgework.

If your child is having surgery, feel free to bring a favorite stuffed animal or security blanket for added assurance.

After Your Surgery

You will be discharged to your car by wheelchair. **If anesthesia has been administered, you must have a responsible adult present to drive you home and to care for you following surgery.**

Your physician will provide post-operative instructions regarding diet, rest, exercise and medications. You will be provided with a written summary of these discharge instructions.

A nurse from SurgCenter of Northern Baltimore will attempt to call you the day after your surgery to check on your progress and discuss any questions you may have. If you have any unexpected problems, please call your doctor. If he/she does not respond, please go to the nearest emergency room.



Advance Directives

- All patients have the right to participate in their own health care decisions and to make Advance Directives or to execute Powers of Attorney that authorize others to make decisions on their behalf based on the patient's expressed wishes when the patient is unable to make decisions or unable to communicate decisions SurgCenter of Northern Baltimore, respects and upholds those rights.
- However, unlike in an acute care hospital setting, SurgCenter of Northern Baltimore, does not routinely perform "high risk" procedures. While no surgery is without risk, the procedures performed in this facility are considered to be of minimal risk. You will discuss the specifics of your procedure with your physician who can answer your questions as to its risk, your expected recovery, and care after your surgery.
- Therefore, it is our policy, regardless of the contents of any Advance Directive or instructions from a health care surrogate or attorney-in-fact, that if an adverse event occurs during your treatment at this facility, we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital further treatments or withdrawal of treatment measures already begun will be ordered in accordance with your wishes, Advance Directive, or health care power of Attorney. Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.
- If you wish to complete an Advance Directive, copies of the official State forms are available at our facility or if you wish to complete an Advance Directive, copies of official state forms are available at <http://mhcc.maryland.gov/consumerinfo/longtermcare/AdvanceDirectiveInformation.aspx>

STATEMENT OF NON-DISCRIMINATION

SCNB complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.



Billing Information

You will be informed about any coinsurance due for your surgery during your pre-operative call. Patients will be informed of any fees prior to surgery and payment details will be discussed during the preoperative call. We accept cash, checks, and major credit cards. After surgery, SurgCenter of Northern Baltimore will submit your bill to your insurance company. You will receive a separate bill from your doctor, anesthesiologist and/or pathologist. Please do not hesitate to contact our business office with any concerns or questions regarding your coinsurance obligation and/or payment options.

DISCLOSURE OF OWNERSHIP:

Your physician may have a financial ownership at the SurgCenter of Northern Baltimore.

Questions? Call (410) 657-8008

