



PATIENT RIGHTS

Each patient treated at the Gateway Surgical Center has the right to:

- Be treated with respect, consideration, and dignity Be afforded appropriate personal privacy
- Be given verbal and written notice of rights and responsibilities in a language and manner that ensures the patient, the representative or surrogate understands
- Receive full information in layman's terms concerning appropriate and timely diagnosis, evaluation, treatment, prognosis, and preventative measures; if it is not medically advisable to provide this information to the patient, the information shall be provided to a person designated by the patient or legally authorized person
- To participate in decisions involving their health care, except when such participation is contraindicated for medical reasons
- Receive Information on the services, fees, and payment policies of the center
- Receive information on after-hour and emergency care Obtain information on the center's policy on patient's advanced directives
- Be provided information on the credentials of the health care professionals at the center
- Receive information regarding the absence of malpractice insurance if applicable
- Voice or file complaints or grievances regarding treatment or care that is (or fails to be) furnished
- Change primary or specialty physician if other qualified physicians are available
- Receive an informed consent for the procedure and administration of any anesthetic
- 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
- Be given, In writing if requested, a list of physician who have financial Interest or ownership in the center
- Be free from any act of discrimination or reprisal and to be free from all forms of abuse or harassment

- Be provided medical and nursing services without discrimination based upon race, religion, color, national origin, sex, age, disability, marital status, or source of payment, nor shall any such care be denied on account of the patient's sexual orientation



- Receive care in a safe setting by competent and appropriately qualified personnel
- Have records pertaining to their medical care treated as confidential, and except when authorized by law, patients shall be given the opportunity to approve or refuse their release.
- Expect emergency procedures to be implemented without necessary delay
- The 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
- Be provided with, upon written request, access to all information contained in their medical record
- Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures
- Be advised of participation in a medical care 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"
- Expect the absence of clinically unnecessary diagnostic or therapeutic procedures

“Our goal is to provide the best experience possible while in our center. You have the right to express complaints or concerns about any aspects of care or experience with our ASC without fear of discrimination or reprisal. Please be assured that expressing a complaint or concern will not compromise your care and will be addressed according to our policy. Concerns may be directed to any facility staff or the Administrator, or you may mail your comments to us.”

****If you feel it is necessary, complaints may also be shared with: TEXAS HEALTH AND HUMAN SERVICES at 1-(512) 834-6634 or email at: enforcement@hhsc.state.tx.us or OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN at 1-(800) 633-4227 or at www.medicare.gov/claims and [appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/appeals/medicare-rights/get-help/ombudsman.html)**