

Annapolis ENT Surgical Center, LLC

PATIENT BILL OF RIGHTS

1. To expect to be treated with respect, consideration, and dignity.
2. To receive care in a safe setting-by virtue of trained, professional healthcare workers and adherence to State, Local and Federal Safety standards.
3. To be assured confidential treatment of disclosure of records and afforded the opportunity to approve or refuse the release of such information, except as otherwise permitted by law of third party payment contract and when release is required by law.
4. To personal privacy-by virtue of physical surrounding modification and respect of dignity by healthcare workers and business office employees.
5. To know the name and function of any person providing health care services to the patient and to know names and professional relationships of other physicians who may care for him in the absence of his attending physician.
6. To be provided, to the degree known, information concerning his diagnosis, treatment, and prognosis. When it is not medically advisable to give such information to the patient, the information will be made available to an appropriate person in his behalf.
7. To give informed consent prior to the commencement of the procedure.
8. To have the opportunity to participate in decisions involving his health care, including your refusal to participate in experimental research.
9. To expect reasonable response to any reasonable requests he may make for service.
10. To exercise their rights and to file a grievance without fear of discrimination or reprisal.
11. To be free from harassment, mental, physical, sexual and verbal abuse and the right to have any allegations investigated by the Surgery Center.
12. To refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action and to request a second opinion.
13. To expect communication in the language which they understand.
14. To expect care regardless of age, race, color, sexual orientation, religion, marital status, sex, national origin, handicap, source of payment or sponsor.
15. To know services available, such as provisions for after hours or emergency care, educational material available, and policies concerning payment of fees.
16. To examine and receive an explanation of his bill, regardless of the source of payment.
17. To expect reasonable continuity of care and to know in advance the time and location of appointments.
18. To leave the office or the OR/procedure area even against the advice of his physician.
19. To have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
20. To have his pain assessed and treated appropriately.
21. To request and obtain information on Advance Directives and to be informed of an organization's policy on Advance Directives.
22. To contact the accreditation agency, the state and CMS regarding issues and/or complaints surrounding their quality of care.

Physician Complaints: Maryland Board of Physicians, 4210 Patterson Avenue, Baltimore, MD 21215
Phone (410)764-4777 Fax (410)358-1298; TDD for disabled MD Relay Service 1-800-735-2258

Health Care Facility Complaint: State of Maryland Office of health Care Quality; 7120 Samuel Morse Dr. 2nd Floor, Columbia, MD 21046; Phone 1-800-492-8005; Medicare Ombudsman website is www.medicare.gov/ombudsman/resources.asp