**AMBULATORY CARE CENTER**

**PATIENT RIGHTS**

* The patient has the right to be informed of these rights, as evidenced in the patient’s written acknowledgement or by documentation by staff in the medical record, that the patient has had an explanation of these rights.
* The patient has the right to considerate and respectful care in a safe setting.
* The patient has the right to personal privacy.
* The patient has the right to be free from mental and physical abuse, free from exploitation, and free from the use of restraints unless authorized by the physician for a limited amount of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patient or convenience of the facility staff.
* The patient has the right to expect personnel who care for you to be friendly, considerate, respectful and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of service.
* The patient has the right to complete information about diagnoses, possible treatment, and prognosis in a manner that is understandable. When it is not medically advisable to give such information to the patient, the information should be made available to the patient’s designated representative who shall exercise the patient’s rights.
* The patient has the right to receive complete information from the surgeon regarding proposed treatment or procedure, necessary to give informed consent or to refuse this course of treatment. This information shall include a description of the procedure or treatment, the medically significant risks involved, alternate course of treatment or non-treatment and to know the name of the person responsible for the procedure or treatment. The patient also has the right to request another physician other than the one assigned.
* The patient has the right to refuse treatment to the extent permitted by law and be informed of the medical consequences of that action. The patient accepts the responsibilities should treatment be refused or if the instructions given by the physician or facility are not followed.
* The patient has the right to expect that all communications and recordings pertaining to care, including financial records, be treated as confidential and not released without written authorization by the patient, except in the case of transfer to another health care facility or as required by law or a third-party payment plan.
* The patient has the right to have full access to your medical record.
* The patient has the right to have an initial assessment and regular assessment of pain.
* The patient has the right to know about facility fees and payment methods. The patient has the right to have an explanation of the bill, regardless of the source of payment.
* The patient has the right to express grievances, complaints or suggestions at any time. If a patient has a grievance with the facility, he may speak immediately with the Administrator or a formal written grievance may be completed.

Complaints may be made to:

Melissa Hermanson, Administrator Medicare Beneficiary Ombudsman

Ambulatory Care Center US Centers for Medicare & Medicaid Service

1133 East Chestnut Avenue 7500 Security Boulevard

Vineland, NJ 08360 Baltimore, MD 21244

856-507-0800 800-633-4227

Division of Health Facilities Evaluation & Licensing State of New Jersey - Office of the Ombudsman

NJ Department of Health for the Institutionalized Elderly

P.O. Box 367 P.O. Box 808

Trenton, NJ 08625-0367 Trenton, NJ 08625-0808

609-792-9770 609-624-4262