

Patient Rights and Responsibilities

The following are the patient's rights and responsibilities; it is the patient or their surrogate's responsibility to read the following and ask questions.

- The right to be treated with respect.
- The right to know the name of the physician who has primary responsibility for coordinating his or her care and the names and professional relationship of other physicians who will see this patient.
- The right to know that ownership of the surgery center may include the surgeon that is responsible for their care. It is their right to change their provider if other qualified providers are available.
- The right to receive information from the physician regarding their condition, course of treatment and prospects for recovery in "easy to understand" terminology, in order to give informed consent or to refuse this course of treatment. The patient has the right to be fully informed about a treatment or procedure and the expected outcome before it is performed. As directed by the patient, information may be provided to a designated person.
- The right to participate actively in decisions regarding his/her medical care, to the extent permitted by law. The right to refuse treatment. The right to refuse to participate in experimental research. The patient has the right to be free from all forms of abuse or harassment. To exercise his or her rights without being subject to discrimination or reprisal.
- The right to receive "Advanced Directives" information. If you have questions regarding "Advanced Directives" please ask a staff member.
- The right to privacy. Case discussion, consultation, examination and treatment are confidential and will be conducted discreetly. The patient's written permission shall be obtained before medical records can be made available to anyone not directly concerned with the patient's care.
- The right for the patient to leave the surgery center even against medical advice.
- The right to ask that your record be corrected if you believe it is not accurate or not complete, or to be told how to add a statement that you disagree with information in the record.
- The right to be informed by the physician or delegate of continued health care requirements following discharge from Brainerd Lakes Surgery Center.
- The right to exercise these rights without regard to sex or culture, economic, educational, or religious background; without being subjected to discrimination or reprisal; without regard to the source of payment for his or her care.
- The right to complain about medical care given; to be informed of available resources for resolving disputes, grievances, and conflicts; without fear of reprisal; and have

access to state and federal assistance in clarifying ethical issues guiding treatment decisions. The right to participate in resolution of those issues.

Patient Responsibilities

The staff of this facility is committed to caring for their patients and families with the highest standards of care. Patients and caregivers are provided with their responsibilities so they may participate in receiving quality patient care.

The patient, surrogate and/or caregiver are responsible for:

- Providing accurate and complete information about present complaints, allergies, or sensitivities, past illnesses, hospitalizations, all medications, including but not limited to over-the-counter products/dietary supplement and other health matters to the best of your knowledge.
- Reporting any changes in your condition.
- Information regarding advanced medical directives or living will; including power of attorney. In an emergency, the Brainerd Lakes Surgery Center's staff will act to employ all life saving measures while you are under our care.
- Following the treatment plan recommended to you; including providing a responsible adult to drive them home and stay with them for 24 hours. The consequences of non-compliance, refusal of recommended treatment or not following instructions given to you.
- Assuring financial obligations are fulfilled promptly.
- Consideration of the rights of other patients and the center's personnel.
- Responsible for asking questions if directions and/or procedures are not understood.

For grievances about your medical care, you may call or contact:

- The Surgery Center's Administration
13114 Isle Drive
Baxter, MN 56425
218-822-2400 and/or
- MN Dept. of Health
Office of Health Facility Complaints
85 E 7th Place, Suite 300, PO Box 64970
St. Paul, MN 55164
800-369-7994
- Medicare Beneficiary Ombudsman
[Medicare.gov/claims-appeals](https://www.medicare.gov/claims-appeals)
800-663-4227