



# Cataract & Laser Center Central, LLC

AAHC Accredited Facility

Financial Disclosure: 100% Physician Owned and Operated

## Patient Bill of Rights

- ◆ A patient has the right to respectful care given by competent personnel.
- ◆ A patient has the right, upon request, to be given the name of his attending practitioner, the names of all other practitioners directly participating in his care, and the names and functions of other health care personnel having direct contact with the patient.
- ◆ A patient has the right to consideration of privacy concerning his own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.
- ◆ A patient has the right to have records pertaining to his medical care treated as confidential except as otherwise provided by law or third-party contractual agreements.
- ◆ A patient has the right to know what ambulatory surgery facility rules and regulations apply to his conduct as a patient.
- ◆ The patient has the right to expect emergency procedures be implemented without unnecessary delay.
- ◆ The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- ◆ The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatment and possible complications. When it is not medically advisable to give information to the patient, the information shall be given on his behalf to the responsible person.
- ◆ Except for emergencies, the practitioner shall obtain necessary informed consent prior to the start of the procedure.
- ◆ A patient, or, if the patient is unable to give informed consent, a responsible person has the right to be advised when a practitioner is considering the patient as part of a medical care research or donor program, and the patient, or the responsible person, may refuse to continue in a program to which he has previously given informed consent.
- ◆ A patient has the right to refuse drugs or procedures, to the extent permitted by statute, and a practitioner shall inform the patient of the medical consequences of the patient's refusal of drugs or procedures.
- ◆ A patient can exercise their right to medical and nursing services without discrimination or reprisal based on age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
- ◆ The patient who does not speak English shall have access, when possible, to an interpreter or have a family member interpret for them.
- ◆ The ambulatory surgery facility shall provide the patient, or patient designee, upon request, access to the information contained in his medical records unless access to the information is specifically restricted to the attending practitioner for medical reasons. This is a written request.
- ◆ The patient has the right to a reasonable choice of providers and useful information about provider options.
- ◆ The patient has the right to good management techniques to be implemented with the ambulatory surgical facility. These techniques shall make effective use of the time of the patient and avoid personal discomfort of the patient.
- ◆ When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified. The institution to which the patient is to be transferred shall be notified prior to the patient's transfer.
- ◆ The patient has the right to examine and receive a detailed explanation of his bill.
- ◆ A patient has the right to expect that the Center will provide a mechanism whereby a patient is informed upon discharge of continuing health care requirements following discharge.

- ◆ The patient has the right to expect that the ambulatory surgical facility will provide information for continuing health care and requirements following discharge and the means for meeting them.
- ◆ A patient has the right to be informed of his rights at the time of admission.
- ◆ A patient has the right, without recrimination, to voice complaints regarding his/her care, to have those complaints reviewed, and when possible, resolved. A patient satisfaction form will be provided to all patients

## Patient Responsibilities

- ◆ The Center expects that a patient will provide accurate and complete information about matters relating to his/her health history in order for the patient to receive effective medical treatment.
- ◆ A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of them.
- ◆ The Center expects that the patient will cooperate with all Center personnel and ask questions if directions and/or procedures are not clearly understood.
- ◆ A patient is expected to be considerate of other patients and the Center personnel and to observe the smoking policy of the Center. A patient is also expected to be respectful of the property of other persons and the property of the Center.
- ◆ The patient is expected to help the physicians, nurses, and allied medical personnel in their efforts to care for the patient by following their instructions and medical order.
- ◆ It is understood that a patient assumes the financial responsibility for paying all services rendered whether through third party payers (his/her insurance company) or being personally responsible for payment of any services which are not covered by his/her insurance policies.
- ◆ It is expected that the patient will not take any drugs which have not been prescribed by his/her attending physician and administered by the Center staff.

## Mission

The mission of The Cataract & Laser Center is to work as a team to provide the best patient care possible. Our emphasis is on behavior and attitude so that we may give each patient that special feeling of not being alone for any procedure.

The Cataract & Laser Center will commit to excellence in patient care by treating patients and staff fairly, by listening carefully to the needs of the patients, and by communicating openly and honestly what patients and fellow peers are communicating to us. We will take responsibility for our professional actions and care towards patients and will be accountable for all the actions at The Cataract & Laser Center.

These operating principles have been adopted by the Board of Managers. Any concerns, suggestions or complaints should be directed to the Administrator of the surgical center at 978-632-6674.

Complaints and/or questions regarding your rights may also be filed with:

Department of Health & Human Services  
The Department of Public Health at  
617-753-8150 or 1-800-462-5540

The Executive Office of Elder Affairs of MA  
Ombudsman's Office  
One Ashburton Place, 5th Floor  
Boston, MA 02108  
1-800-243-4636 or 617-727-7750

[www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)

◆ We do not honor DNR ◆