STANDARD I: Notice of Patient’s Rights and Responsibilities

Patient Bill of Rights - Virginia

A patient has the right to:

- Exercise his or her rights without being subject to discrimination or reprisal.

- Respectful care given by competent workers.

- Know the names and the jobs of his or her care givers/providers, and the right to change providers.

- Privacy and access of medical information as described in the hospital’s Notice of Privacy Practices.

- Privacy with regard to his or her medical condition. A patient’s care and treatment will be discussed only with those who need to know.

- Have his or her medical records treated as confidential and read only by people with a need to know. Information about a patient only will be released with permission from the patient or if permitted by law.

- Have a family member or representative and his or her doctor notified promptly of his or her admission to the hospital.

- Make decisions regarding his or her care and has the right to include family members in those decisions.

- Give or withhold informed consent. The patient has the right to receive information from his or her doctor in order to make informed decisions about his or her care. This means that patients will be given information about their diagnosis, prognosis and different treatment choices. This information will be given in terms that the patient can understand. This may not be possible in an emergency.

- Give or withhold informed consent to produce or use recordings, films or other images of the patient for purposes other than his or her care.

- Be informed about the outcomes of care, including unanticipated outcomes.

- Participate in the development and implementation of his or her plan of care.

- Full information about any research studies, investigations or clinical trials in which he or she has been given the option to participate. A patient may refuse to participate in any research program. A patient who chooses to participate has the right to stop at any time. Any refusal to participate in a research program will not affect the patient’s access to care.
• Refuse any drugs, treatment or procedures, to the extent permitted by law, after hearing the medical consequences of refusing the drug, treatment or procedure.

• Have his or her cultural and personal values, beliefs and preferences respected.

• Be given information in a manner that he or she can understand. A patient who does not speak English or is hearing or speech impaired has the right to an interpreter, when possible, at no cost to the patient.

• Upon request, to access to all information contained in the patient’s medical records within a reasonable timeframe. This right may be restricted as allowed by law.

• Have information in the medical record explained to him or her.

• Be transferred to another facility only after care and arrangements have been made and the patient has been given complete information about the hospital’s obligations under law.

• A copy of his or her bills. Upon a patient’s written request for an itemized statement of any medical services received, the center shall provide such itemized statement within 30 days. Upon request, a written summary of the center’s charge rates per service sufficient and timely enough to allow the patient to compare charges and make cost-effective decisions in the purchase of center’s services.

• Written information about the center’s charity care policies, including policies related to free and discount care.

• Access people or agencies to act on the patient’s behalf or to protect the patient’s rights under law.

• Be informed of his or her rights at the earliest possible time in the course of his or her treatment.

• Make advance directives (such as a living will or health care power of attorney) and to have those directives followed to the extent permitted by law.

• Personal privacy.

• Receive care in a safe setting.

• An environment that preserves dignity and contributes to a positive self-image.

• Be free from all forms of abuse or harassment, including neglect and exploitation.

Revised 7-25-2016
- Be free from the use of seclusion or restraint, of any form, as a means of coercion, discipline, convenience or retaliation by staff. Restraints and seclusion may only be used to protect the immediate safety of the patient or others. They must be removed or ended at the earliest possible time. Patients have the right to safe implementation of restraints or seclusion by trained staff.
- Appropriate assessment and management of pain.
- See visitors of his or her choice. This includes the right to designate visitors who shall receive the same visitation privileges as the patient’s immediate family members, regardless of whether the visitors are legally related to the patient.
- Pastoral care and other spiritual services.
- Have his or her complaints or grievances about care resolved promptly. Receive copies of the center’s complaint procedures prior to the patient receiving or discontinuing care.

**Children & Adolescents**

- The family/guardian of a child or adolescent patient has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision making as limited by law.
- A child or adolescent patient has the right to expect that care and the physical environment will be appropriate to his or her age, size and needs.
- A child or adolescent patient whose treatment requires a long absence from school has the right to educational services. These services will be arranged with the local school system.

**Patient Responsibilities**

**Patients are responsible for:**
- Providing correct and complete information about their health and past medical history.
- Reporting changes in their general health condition, symptoms or allergies to the responsible care giver.
- Asking questions and reporting if they do not understand the planned treatment or their part in the plan.
- Following the recommended treatment plan they have agreed to, including instructions from nurses and other health personnel.
- Keeping appointments.
- Treating others with respect.
• Following facility rules regarding smoking, noise and use of electrical equipment.
• Consequences of refusing planned treatments.
• Paying for their care.
• Respecting the property and rights of others.
• Assisting in the control of noise and the number of visitors in their rooms.
• Providing a copy of their advance directive and notifying the doctor or nurse if they change their advance directive.
• Communicating with staff regarding pain management.
• Sending their valuables home or asking staff for help in securing their valuables.

For purposes of this policy the patient is afforded the following phone numbers and website for raising any complaints or concerns which they feel justifiable:

Prince William Surgery Center Administrator, Bill Stacey: 703-369-8525

Virginia Department of Health: 804-367-2106 or 800-955-1819
Office of Licensure and Certification
9960 Maryland Drive
Suite 401
Richmond, VA 23233
http://www.vdh.state.va.us

Medicare Beneficiary Ombudsman: www.medicare.gov or call 1-800-633-4227
More information is available at our website: www.pwasc.org

NOTICE OF OWNERSHIP

49.0%  Physician Ownership
Keith S. Albertson, MD; Mark Bartolozzi, MD; Deeni Bassam, MD; Andrew Chung, MD; Alan C. Egge, MD; Joseph Farr, MD; Aric Gardner, MD; Richard Gardner, MD; Gabriel Gluck, MD; John Gonzalez, MD; Anshu Guleria, MD; JoAnne Gutliph, MD; John Harrison, DO; Andy Hay, MD; Kenneth Henson, MD; Christopher Highfill, MD; W. Bartley Hosick, MD; Edward Kim, MD; John J. Kim, MD; Bradford Knight, MD; Babur Lateef, MD; Joseph J. Magalski, Jr., MD; Jin-Hong Park, MD; Kevin E. Peltier, MD; Nina Phatak, MD;Thomas H. Rhee, MD; G. Benjamin Wampler, MD; John P. Williams, MD;

51.0% Prince William Medical Center

Revised 7-25-2016
STANDARD II: _Advance Medical Directives_

What is an advance medical directive?

An advance medical directive is a document that lets you state your wishes about medical care in the event you are unable to speak for yourself. This document also lets you name someone to make health care decisions on your behalf any time you are unable to make your own medical decisions, not only at the end of life. It is the patient’s responsibility to prepare the documents prior to their day of surgery. Advance Directive forms are available at the following site or at PWASC. In the event there is a medical emergency requiring resuscitative measures, Prince William Surgery Center will perform those measures deemed medically necessary. In the event of transfer, a copy of your advance directive will be provided to the acute care facility.


You can learn more about advance medical directives by contacting Caring Connections at 800-658-8898 or visit their web site at www.caringinfo.org. They offer free, state specific advance medical directives that meet legal requirements.

STANDARD III: _Submission and Investigation of Grievances_

Prince William Surgery Center has an established grievance procedure for documenting the existence, submission, investigation and disposition of a patient’s written or verbal grievance to the ASC. Patients are ensured that all alleged violations/grievances relating, but not limited to, mistreatment, neglect, verbal, mental, sexual, or physical abuse will be fully documented and investigated according to center policy. Grievances shall be managed primarily, depending on the cases, as follows:

- Report to a person in authority in the ASC;
- Specify date of incident, description of event, and circumstances

The ASC will respond to the patient acknowledging receipt of grievance within a 24 hour period. The Administrator will initiate an investigation into all grievances made by the patient or their representative regarding the treatment or care provided. The PWASC will document how the grievance was addressed and then inform the patient of the steps taken, the results of the process and the date of completion.

- Patients may further seek help from the Complaint Intake Section, VDH, OLC, 9960 Mayland Drive, Ste 401, Richmond, VA 23233. (804) 367-2106

STANDARD IV: _Exercise of Rights and Respect for Property and Person_

Prince William Surgery Center has established policies for protecting the patients’ rights and for respecting their property and person. [See also Standard 1]. We acknowledge that the patient has the right to –

- Exercise his or her rights without being subjected to discrimination or reprisal;
- Expect safe guarding of their personal property while at the ASC;
- Voice grievances regarding treatment or care that is (or fails to be) furnished;
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.

Furthermore, PWASC realizes that if a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient’s behalf. PWASC also recognizes that in cases where the State court has not adjudged a patient incompetent, any legal representative designated by the
patient in accordance with State law may exercise the patient’s rights to the extent allowed by State law.

STANDARD V: Privacy and Safety

Prince William Surgery Center’s employees provide quality care and treatment to all patients with respect to their personal privacy, safety and protection from abuse and/or harassment.

- The patient can expect employees to safeguard their privacy in Pre, Peri and Post Op surgical settings. If the patients feel their privacy is being violated they have the responsibility to bring this to the attention of the nursing staff. Within the confines of the close proximity pre and post op cubicles the nursing staff is constantly vigilant to monitor patient privacy.
- The patient can expect employees to guard their mental and physical safety during their experience at the ASC. The nursing personnel are highly trained and experienced health care professionals who adhere to federal, state and local safety standards. While patients are recovering they are safely monitored by a post anesthesia team consisting of an anesthesiologist and two PACU RN's.
- The patient can expect employees to protect them from all forms of abuse or harassment. The patient will not be subjected to any type of harassment. The patient has the responsibility to indicate if they feel they are being threatened in any way or manner. The nursing assessment protocol will quickly identify patients who appear anxious or unable to comprehend directions.

STANDARD VI: Confidentiality of Clinical Records

The privacy provisions of the federal law, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), apply to health information created or maintained by health care providers who engage in certain electronic transactions, health plans, and health care clearinghouses. The Department of Health and Human Services (HHS) has issued the regulation," Standards for Privacy of Individually Identifiable Health Information," applicable to entities covered by HIPAA. The Office for Civil Rights (OCR) is the Departmental component responsible for implementing and enforcing the privacy regulation.

PWASC enforces strict confidentiality requirements to assure that medical records are used within this facility only by authorized personnel. Patient medical records will be safeguarded against unauthorized or inadvertent disclosures, loss, tampering, alteration or destruction.

PATIENT PROTECTIONS

The regulations protect medical records and other individually identifiable health information, whether it is on paper, in computers or communicated orally. Key provisions of these new standards include access to medical records, notice of privacy practices, limits on use of personal medical information, prohibition on marketing, confidential communications, and patient complaints.

The Notice of Privacy Practices is probably the most important section of the law and it is posted in our waiting room and available upon request at our front desk. Further details can be obtained at the below website:

http://www.hhs.gov/ocr/hipaa or by calling (866) 627-7748.