

PATIENT BILL OF RIGHTS

Ali Hendi, MD, PC

Hendi Ambulatory Surgery Center, PC-Solely Owned by Ali Hendi, M.D.

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of his/her attending practitioner, the names of all other practitioners directly participating in his/her care and the names and functions of other health care personnel that have direct contact with the patient.
3. A patient has the right to consideration of privacy concerning his/her own medical care program. Case discussion, consultation, examination and treatment are considered confidential and shall be conducted discreetly.
4. A patient has the right to have records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
5. A patient has the right to know what Ambulatory Surgery Center rules and regulations apply to his/her conduct as a patient.
6. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. A patient has the right to good, quality care and high professional standards that are continually maintained and reviewed.
8. A patient has a right to receive care in a safe setting, including but not limited to, prevention of exposure to contaminated materials and free from unwanted visitors.
9. A patient has the right to full information in layman's terms concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give the information to the patient, the information will be given on his/her behalf to the responsible person.

10. A patient has a right to be free from all forms of abuse or harassment.
11. Except for emergencies, the practitioner shall obtain the necessary informed consent prior to the start of the procedure.
12. 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 a part of a medical care research program or donor program, and the patient, or responsible person shall give informed consent prior to actual participation in the program. A patient, or responsible person, may refuse to continue in a program to which he/she has previously given informed consent.
13. 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.
14. A patient has the right to medical and nursing services without discrimination based upon age, race, color, religion, sex, national origin, handicap, disability, or source of payment.
15. A patient who does not speak English shall have access, when possible, to an interpreter.
16. The Ambulatory Surgery Center shall provide the patient, or the patient designee, upon request, access to the information contained in his/her medical records, unless access is specifically restricted by the attending practitioner for medical reasons.
17. A patient has the right to expect good management techniques to be implemented within the Ambulatory Surgery Center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
18. When an emergency occurs and a patient is transferred to another facility, the responsible person shall be notified prior to the patient's transfer.
19. The patient has the right to examine and receive a detailed explanation of his/her bill.

20. A patient has the right to expect that the Ambulatory Surgery Center will provide information for continuing health care requirements following discharge and the means for meeting them.
21. A patient has the right to be informed of his/her rights at the time of admission.
22. All patients have the right to exercise their rights without being subjected to discrimination or reprisal.
23. If a patient is judged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of that patient may be exercised by the person appointed under State law to act on the patient's behalf. Or, if a 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.
24. A patient has the right to know Hendi Ambulatory Surgery Center does not honor Advanced Directives. In case of a medical emergency, we will treat and transfer the patient to the nearest hospital. If an Advance Directive is in the patient's medical record, we will send it to the hospital along with pertinent medical records.

PATIENT RESPONSIBILITY

1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over the counter products and dietary supplements and any allergies or sensitivities.
2. Follow the treatment plan prescribed by your provider.
3. Provide a responsible adult to transport him/her from the facility and remain with him/her IF required by the provider.
4. Inform your provider about any living will, medical power of attorney, or any other directive that could affect his/her care.
5. Be respectful of all the health providers and staff as well as other patients.

If you have any suggestions/ complaints or grievances, these may be brought to the attention of Dr. Hendi at any time. In addition, formal patient satisfaction surveys will be performed to evaluate any issues.

Patients or their representatives can voice grievances regarding treatment or care that is, or fails to be, furnished.

There is a formal grievance process in place for the Hendi Ambulatory Surgical Center. Feel free to speak with Dr. Hendi or our administrators if needed.

Maryland State Department of Health Representative Contact Information: Office of Health Care Quality, 55 Wade Avenue, Catonsville, Md 21228. Toll Free: 1-800-492-6005

Medicare Ombudsman website: <http://www.medicare.gov/navigation/help-and-support/ombudsman.aspx>

Any complaints should be directed to Barbara Warren. This can be done anonymously by contacting her at Bobbie@MohsSurgeryMD.com or by calling the office at 301-986-1006.