

**Patient Bill of Rights**  
**Ali Hendi, MD, PC**  
**Hendi Ambulatory Surgery Center, PC – Solely owned by Ali Hendi, M.D.**

1. The patient has the right to receive considerate and respectful care.
2. The patient has the right to know the name of the physician responsible for coordinating his or her care.
3. The patient has the right to obtain information from his or her physician in terms that can be reasonably understood. Information may include but is not limited to his or her diagnosis, treatment, prognosis and medically significant alternatives for care or treatment that may be available. When it is not medically advisable to share specific information with the patient, the information should be made available to an appropriate person on his or her behalf. When medical alternatives are to be incorporated into the plan of care, the patient has the right to know the name of the person(s) responsible for the procedures and treatments.
4. The patient has the right to obtain the necessary information from his or her physician to give informed consent before the start of any procedure and treatment. Necessary information includes but is not limited to the specific procedure and treatment, the probable duration of incapacitation, the medically significant risks involved and provisions for emergency care.
5. The patient has the right to expect accredited facilities to provide evaluation, services and referrals as indicated for urgent situations. When medically permissible, the patient or designated support person(s) will receive complete information and explanation about the need for and alternatives to transferring to another facility. The facility to which the patient is to be transferred must first have accepted the patient for transfer.
6. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his or her action.
7. The patient has the right to obtain information about any financial and professional relationship that exists between this facility and other health care and educational institutions insofar as his or her care is concerned. The patient has the right to obtain information about any professional relationships that exist among individuals who are involved in his or her procedure or treatment.
8. The patient has a right to be advised if accredited facilities propose to engage in or perform human experimentation affecting his or her care or treatment. The patient has the right to refuse to participate in research projects.

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9. The patient has the right to every consideration for privacy throughout his or her medical care experience, including but not limited to the following:
- Confidentiality and discreet conduct during case discussions
  - Consultations
  - Examinations
  - Treatments.
10. The patient has the right to expect reasonable continuity of care, including but not limited to the following:
- The right to know in advance what appointment times and physicians are available and where.
  - The right to access information from his or her physician, regarding continuing health care requirements following discharge.
11. The patient has the right to access and examine an explanation of his or her bill regardless of the source of payment.
12. The patient and designated support person(s) have the right to know what facility rules and regulations apply to their conduct as a patient and guest during all phases of treatment.
13. A Patient has the right to know Hendi Ambulatory Surgery Center does not honor Advanced Directives. In case of 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.

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***Patient Responsibilities***

1. It is the patient's responsibility to participate fully in decisions involving his or her own health care and to accept the consequences of these decisions if complications occur.
2. It is the patient's responsibility to follow up on his or her physician's instructions, take medications when prescribed and ask questions concerning his or her own health care that he or she feels is necessary.
3. Inform your provider about any living will, medical power of attorney, or any other directive that could affect his/her care.
4. Submit payments in a timely manner or contact us to discuss your financial obligations.
5. If you have any complaints/grievances, or suggestions, these may be brought to the attention of Dr. Hendi at any time. In addition, the office participates in a formal patient satisfaction survey program which is used to evaluate and develop the practice.
6. Patients or their representatives can voice grievances regarding treatment of care that they feel fails to be provided. Again, you may speak to Dr. Hendi or Joe Harkaway, the Practice Administrator. Joe can be reached anonymously at [joe@mohssurgerymd.com](mailto:joe@mohssurgerymd.com) or by calling the office at 301-986-1006. You may also contact the Maryland Office of Health Care Quality:
  - a. Maryland Office of Health Care Quality, 7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046.
    - i. Phone: (410) 402-8015 or 877-402-8218. TTY: 800-735-2258.
  - b. Website for the Office of the Medicare Beneficiary Ombudsman: [Medicare.gov/contacts/](http://Medicare.gov/contacts/)
    - i. Call 1-800-MEDICARE (1-800-633-4227) to get the phone number of the LTC Ombudsman for your area.