

Patient Bill of Rights

As a patient of the **Snead Eye Group, Ft Myers Eye Surgery Center or Naples Eye Surgery Center**, you have the right to receive the following information:

PATIENT'S BILL OF RIGHTS

Every patient has the right to be treated as an individual with his/her rights respected. The practice, facility and medical staff have adopted the following list of Patient's Rights:

Patient Rights:

- To receive treatment without discrimination as to race, color, religion, sex, national origin, disability, or source of payment.
- To be treated with respect, consideration, and dignity in receiving care, treatment, procedures, surgery, and/or services.
- To be provided privacy and security of self and belongings during the delivery of patient care service.
- To receive information from his/her physician about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
- To receive as much information about any proposed treatment or procedures as he/she may need in order to give informed consent prior to the start of any procedure or treatment.
- When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
- To make decisions regarding the health care that is recommended by the physician. Accordingly, the patient may accept or refuse any recommended medical treatment. If the treatment is refused, the patient has the right to be told what effect this may have on their health, and the reason shall be reported to the physician and documented in the medical record.
- To be free from mental and physical abuse, free from exploitation, and free from use of restraints. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely.
- Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the facility. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care. The facility has established policies to govern access and duplication of patient records.
- Leave the facility even against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing care.
- Be informed by his/her physician or a delegate of his/her physician, of continuing health care requirements following his/her discharge for the facility.
- To know the identity and professional status of individuals providing services to them, and to know the name of the physician who is primarily responsible for coordination of his/her care.
- Know which facility rules and policies apply to his/her conduct while a patient.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. All personnel shall observe these patient's rights.
- To be informed of any research or experimental treatment or drugs and to refuse participation without compromise to the patient's usual care. The patient's written consent for participation in research shall be obtained and retained in his/her patient record.
- Examine and receive an explanation of his/her bill regardless of source of payment.
- To appropriately assess and manage pain.

Patient Responsibilities:

- To provide accurate past and present medical history, present complaints, past illness, hospitalizations, surgeries, existence of advance directives, medications and other pertinent data.
- For asking questions when they do not understand something regarding their care or treatment.
- For assuring that the financial obligations for health care rendered are paid in a timely manner.
- For their actions if they should refuse a treatment or procedure, or if they do not follow or understand the instructions given them by the physician or Center employee.
- For the disposition of their valuables, as the Center does not assume responsibility.
- For showing respect and consideration to other people and property.

Rights and Respect for Property and Person:

The patient as the right to:

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

- Voice grievance regarding treatment or care that is or fails to be furnished.
- Be fully informed about treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

Privacy and Safety:

The patient as the right to:

- Personal privacy
- Receive care in a safe setting
- Be free from all forms of abuse or harassment