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Policy: Eltra Surgery Center adopts a Patient's Bill of Rights not only as a legal requirement, but also with the expectation that observation of these rights will contribute to more effective patient care and greater satisfaction for the patient, physician, and Eltra staff. A personal relationship between the physician and the patient is essential for quality care. The traditional physician-patient relationship takes on a new dimension when care is rendered within a framework of mutual respect.

Procedure:

1. To be informed of these rights at the time of admission, as evidenced by the patient's written acknowledgement, or by documentation by staff in the medical record, that the patient was offered a written copy of these rights and given a written or verbal explanation of these rights, in terms the patient could understand. The facility shall have a means to notify patients of any rules and regulations it has adopted governing patient conduct in the facility. The patient has the right to participate in planning his or her care and treatment.
2. The patient has the right to be informed of services available at Eltra Surgery Center, and to be given the name and professional status of his attending practitioner and of all other practitioners participating in his care. The patient is entitled to be given information explanation of his/her bill, and facility fees and charges, including payment, fee, deposit and refund policy, and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate.
3. The patient has the right to be treated with courtesy, consideration, respect and recognition of the patient's dignity, individuality and right to privacy, including but not limited to auditory and visual privacy. The patient's privacy shall also be respected when Eltra personnel are discussing the patient.
4. The patient has the right to have records pertaining to his/her medical care treated as confidential. Information in the patient's medical record shall not be released to anyone outside Eltra Surgery Center without the patient's approval, unless another health care facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the Department of Health for statutorily authorized purposes. Eltra staff may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.
5. Patients have the right to know what rules and regulations at Eltra apply to their conduct as a patient.

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6. Patients have the right to expect emergency procedures to begin without unnecessary delay.

7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed, and to expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care in accordance with N.J.A.C. 8:43E-6, including education for the patient and the patient's significant others regarding pain and symptom management.

8. The patient has the right to full information in layman's terms, concerning his/her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. Except for emergencies, the practitioners shall obtain the necessary informed consent prior to the start of the procedure. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to a responsible person.

9. A patient, or if the patient is unable to give informed consent, a responsible person, has the right to be advised when practitioner is considering the patient as part of a medical care research program or donor program. 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 has previously given informed consent. The patient has the right to refuse drugs or participate in investigation of drugs, devices or procedures, and a practitioner shall inform the patient of the medical consequences of refusal of drugs or procedures.

10. A patient has the right to medical and nursing services, without discrimination or reprisal based upon age, race, color, religion, sex, national origin, sexual orientation, handicap, disability, or source of payment.

11. The patient has the right to change providers if other qualified providers are available.

12. The patient has a right to voice grievances or recommend changes in policies and services to Eltra personnel, the governing authority, and/or outside representatives of the patient's choice, either individually or as a group, and free from restraint, interference, coercion, discrimination or reprisal.

13. A patient who does not speak English shall have access, where possible, to an interpreter.

14. Eltra staff shall provide the patient, or patient designee, upon request, access to the information contained in his medical records, unless access is specifically restricted by the attending practitioner for medical reasons.

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15. The patient has the right to expect good management techniques to be implemented within this surgery center. These techniques shall make effective use of the time of the patient and avoid the personal discomfort of the patient.
16. If an emergency occurs and the patient is transferred to another facility, the responsible person shall be notified. The hospital to which the patient is to be transferred shall be notified of the patient's transfer.
17. The patient has the right to expect that Eltra Surgery Center will provide information for continuing health care requirements following discharge and the means for meeting them.
18. The patient has the right to obtain information as to any relationship of Eltra Surgery Center to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional or ownership relationships among individuals, by name, who are treating him/her.
19. The patient has the right to make recommendations or lodge a complaint about any aspect of care. The patient may make a complaint to the Center's Administrator, MaryAnne Dahmen, RN, at (973) 301-0500, or to the Medical Director, Janet Neigel, MD at (973) 410-1100. The patient may also file a complaint with the NJ Department of Health at their Complaints Hotline, (800) 792-9770, or on line at www.doh.state.nj.us/fc; or with the Office of the Medicare Beneficiary Ombudsman, www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html; or with the Accreditation Association for Ambulatory Health Care (AAAHC) at (847) 853-6060.

Statement of Patient Responsibilities

1. The patient is responsible for informing the Eltra Surgery Center staff of any changes in their health status that could affect their treatment.
2. The patient is responsible for adhering to the prescribed treatment plan and/or advising the Eltra Surgery Center staff of any intention/desire not to adhere to the prescribed treatment plan.
3. The patient is responsible for asking questions and seeking clarification regarding areas of concern.
4. The patient is responsible for completing health status questions requested by Eltra. The patient will supply current and accurate information about their health, any allergies

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or sensitivities, and a complete list of medications and dosages including over-the-counter products and dietary supplements.

5. The patient is responsible for acting in a considerate and respectful manner with Eltra staff.
6. The patient is responsible for informing Eltra staff of the existence of an advance directive, if the directive would influence care decisions.
7. The patient is responsible for keeping scheduled appointments. The patient is responsible for notifying the Eltra staff if they are unable to keep an appointment.
8. Patients are responsible to ensure that they are accompanied by a responsible adult at discharge (unless exempted by the surgeon), who will accompany the patient from this facility, and who will stay with the patient for 24 hours after surgery if required by the patient's physician.
9. The patient is responsible for reading information provided by Eltra staff, following the instructions contained in the written materials, and completing quality of care questionnaires.
10. The patient is responsible for providing complete and accurate insurance verification information on all possible insurance payers, and when deductibles and co-pay amounts are due, for paying those fees and charges associated with surgery center services. Self-pay patients are responsible for payments as agreed upon before surgery.

Eltra surgery center's highest obligations and greatest concerns are quality patient care and an excellent level of patient satisfaction. To that end, we wish to assure all of our patients that they are welcome in our surgery center. We do not discriminate in our admissions policy against anyone, and in particular we admit all medically qualified patients who are good candidates for outpatient surgery, without regard to race, color, national origin, creed, ancestry, age, sex, religion, handicap or disability.