

## DELAWARE OUTPATIENT CENTER FOR SURGERY (“DOCS”) PATIENT RIGHTS AND RESPONSIBILITIES

### Patient Rights

Patients have the right to:

1. Quality care and treatment given with respect, consideration and dignity.
2. Appropriate privacy; including the privacy of information regarding patient’s diagnosis, treatment options, communication, and the potential outcomes of the treatment as well as access to information contained in their medical record.
3. Participate in decisions concerning care and treatment.
4. Know the services provided at this facility and that the physician performing their procedure may have financial interest or ownership in this facility.
5. Discharge instructions, including information about after hours’ care.
6. Detailed information regarding service fees and all charges.
7. Refuse participation in experimental research.
8. Receive the policy on advance directives and living wills in the facility and to receive information if any facility does not participate in advanced directives.
9. Know the medical staff credentialing process.
10. Know the names of those treating the patient.
11. Be informed if the physician does not carry malpractice insurance.
12. Address a grievance.
13. Be free from any act of discrimination or reprisal.
14. If a patient is adjudged incompetent under applicable State 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.
15. If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient’s rights to the extent allowed by State law.
16. Refuse a treatment, as permitted by law, and still receive alternate care.
17. Be fully informed regarding one’s condition.
18. Understand and sign an Informed Consent form before receiving care.
19. Appropriate assessment and management of pain.
20. Continuity of care. If overnight care is required, transfer to a hospital will be arranged.
21. Respectful, safe care and treatment free from seclusion, restraints, abuse and harassment.
22. Have a family member notified of their admission as well as their personal physician, if requested.
23. Leave the facility against the advice of their physician.
24. Express spiritual and cultural beliefs.

### Patient Responsibilities

1. The patient is responsible for providing accurate/complete information related to their health; reporting perceived risks in their care, and for reporting unexpected changes in their health.
2. The patient and family are responsible for asking questions when they do not understand, what a staff member has told them about the patient’s care or expectations of what they are to do.
3. The patient is responsible for following the treatment plan established by their physician, including the instructions of nurses and other health professionals as they carry out the physician’s orders.
4. The patient is responsible for notifying the ASC office when unable to keep a scheduled appointment.
5. The patient is responsible for providing their healthcare insurance information, and assuring the financial obligations of their care is fulfilled as promptly as possible.
6. The patient is responsible for the consequences if he/she refuses treatment or fails to follow the practitioner’s instructions.
7. The patient is responsible for being respectful and considerate of other patients and organizational personnel.

**These rights and responsibilities outline the basic concepts of service here at DOCS. If you believe, at any time, our staff has not met one or more of the statements during your care here, please ask to speak to the Medical Director or Nurse Manager. We will make every attempt to understand your complaint/concern. We will correct the issue you have if it is within our control, and you will receive a written response. You may also contact one of the following:**

Delaware Outpatient Center for Surgery, LLC  
774 Christiana Road, Suite 2  
Newark Delaware 19713  
(302) 738-0300  
Attn: CEO

Health Facilities Certification  
Officer Delaware Office of  
Health Facilities Licensing  
and Certification  
258 Chapman Road  
Newark, DE 19702  
Phone: (302)-283-7220 or  
(800)-942-7373

Web site for the Office of the  
Medicare Beneficiary  
Ombudsman: Visit  
www.medicare.gov  
or call  
1-800-MEDICARE  
(1-800-633-4227) or  
www.cms.hhs.gov/center/ombu  
dsman



5250 Old Orchard Road, Suite 200  
Skokie, IL 60077  
Tel: 847.853.6060  
Fax: 847.853.9028  
Email: [info@aaahc.org](mailto:info@aaahc.org)