

Mercury Surgery Center, LLC

Patient Rights

1. Patients, Patient representative or Surrogate have the right to be informed of their rights in advance of services rendered and have the right to exercise these rights based upon honesty and ethical standards.
2. Patients, Patient representative or Surrogate have the right to be informed in advance about the care to be furnished and any changes in that care. The patients will be advised in advance of disciplines that will furnish care.
3. Patients, Patient representative or Surrogate have the right to choose care providers and the right to communicate with those providers.
4. Patients, Patient representative or Surrogate have the right to participate in the planning of their care the right to appropriate instruction and education regarding the plan and any changes in that plan.
5. Patients, Patient representative or Surrogate have the right to request information about their diagnosis, prognosis and treatment, including alternatives to care and risks involved, in terms that they and their families can readily understand so that they can sign their informed consent.
6. Patients, Patient representative or Surrogate have the right to refuse care and to be informed of possible health consequences of this action.
7. Patients, Patient representative or Surrogate have the right to care that is given without discrimination as to race, color, creed, sex, age, disability or national origin.
8. Patients, Patient representative or Surrogate are admitted for services only if the facility has the ability to provide safe, professional care at the level of intensity needed. Patients have the right to reasonable continuity of care.
9. Patients, Patient representative or Surrogate have the right to confidentiality of all records, communications, plan of treatment and personal information.
10. Patients, Patient representative or Surrogate have the right to access medical record information within the limits and specific provisions of applicable laws. The patient will be advised of department policies and procedures regarding disclosure of clinical records.
11. Patients, Patient representative or Surrogate denied service for any reason, have the right to be referred elsewhere.
12. Patients have the right to voice grievances about the services rendered or not rendered and suggest changes in service or staff without fear of reprisal or discrimination.
13. Patients have the right to be fully informed, orally and in writing, of department policies and charges for services, including eligibility for, and the extent of payment, third party reimbursement sources and the extent to which payment may be required from the patient, prior to receiving care.
14. Patients, Patient representative or Surrogate have the right to be free from verbal, physical and psychological abuse and to be treated with mutual respect and dignity.
15. Patients, Patient representative or Surrogate have the right to have their property treated with respect.
16. Patients, Patient representative or Surrogate have the right to be advised orally and in writing of any changes in expected payment no later than 30 days from the date Mercury Surgery Center, LLC is aware of a change.
17. Patients, Patient representative or Surrogate have the right to considerate and respectful care consistent with sound nursing and medical practices.
18. Patients, Patient representative or Surrogate have the right to privacy to the extent consistent with providing adequate medical care to them. This shall not preclude discussion of their medical record and treatment by appropriate health care providers.
19. Patients, Patient representative or Surrogate who may have questions or complaints about their surgical services have the right to contact:
Mercury Surgery Center, LLC
Directory of Nursing
901 Heartland Road
Plaza 2, Suite 1820
St. Joseph, MO 64506
816-364-2772
Department of Health
PO Box 570
Jefferson City, MO 65102
573-751-6400
<http://www.cdc.gov/mmwr/international/relres.html>
<http://www.cms.hhs.gov/center/ombudsman.asp>
20. Patients, Patient representative or Surrogate have the right to be informed in advance concerning department policies on advanced directive, including a description of applicable state laws.
21. Patients, Patient representative or Surrogate have the right to be informed that during a patient's stay at Mercury Surgery Center, should that patient's medical condition deteriorate, their advance directive will not be executed. Patients have the right to discuss this policy with their surgeon.
For more information regarding Advanced Directives:
www.uslivingregistry.com