

Inova Ambulatory Surgery Centers

Patient Rights and Responsibilities

Each patient receiving care at the Surgery Center has the right to:

- Make informed decisions regarding their care.
- Exercise his/her rights without being subjected to discrimination or reprisal.
- Voice grievances regarding treatment or care that is (or fails to be) furnished.
- Be fully informed about a treatment or procedure and the expected outcome.
- Be involved in decisions involving health care.
- Be treated with respect, consideration and dignity.
- Respectful care given by competent personnel with consideration of their privacy.
- Be given the name of their attending physician, the names of all other physicians directly assisting in their care, the names and functions of other health care persons having direct contact with the patient.
- Have the right to know that the center's policy on Advance Directives is that all lifesaving efforts will be performed for any patient receiving care at the center.
- Expect emergency procedures when necessary to be implemented without delay.
- Expedient and professional transfer to another facility when medically necessary and to have their responsible person and the acute care facility notified before transfer.
- Have documented in the Medical Record whether or not the patient has executed an Advance Directive.
- Have a copy of any Advance Directive or Living Will included within his/her Medical Record in the event transfer to an acute care facility becomes necessary.
- Submit verbal and/or written grievances and to have the grievance investigated by a person in authority at the center, documentation of the existence, submission, investigation and disposition of any grievance.
- Know which Surgery Center rules apply to their conduct as a patient.
- Absence of clinically unnecessary diagnostic or therapeutic procedures.
- Treatment that is consistent with clinical impression or working diagnosis.
- Good quality care and high professional standards that are continually reviewed and maintained.
- An increased likelihood of desired health outcomes.
- Receive a second opinion concerning the proposed surgery, if requested.
- Accessible and available health services; information on after hour and emergency care.
- Give informed consent to the physician prior to the start of the procedure.
- Be advised of participation in a medical care research program or donor program; the patient shall give consent prior to participation in such a program; a patient may also refuse to continue in a program that he/she has previously given consent to participation in.
- Receive appropriate and timely follow-up information of abnormal findings and tests.
- Receive appropriate and timely referrals and consultations.
- Refuse drugs or procedures and have a physician explain the medical consequences of the drugs or procedures.
- Medical and Nursing services without discrimination based on age, race, color, religion, sex, national origin, disability or source of payment.
- Have access to an interpreter whenever necessary.

- Be provided with, upon request, access to all information contained in the Medical Record.
- Accurate information regarding the competence and capabilities of the center.
- Change provider or specialty provider if other qualified physicians are available.
- Health Services provided are consistent with current professional knowledge.
- Information on Provider credentialing.
- Information on services provided at the center.
- Information on payment and fee policies.

Patient Responsibilities

- Provide full cooperation with instructions given by his/her surgeon, anesthesiologist and the Surgery Center staff in regard to pre-, intra- and post-op care.
- Provide the Surgery Center staff with all medical information, which may have a direct effect on the providers at the Surgery Center.
- Provide the center with all information regarding third-party insurance coverage.
- Fulfill financial responsibility, for all services received, as determined by the patient's insurance carrier.
- Patients are responsible to provide a responsible adult to provide transportation home and to remain with him/her as directed by the provider or indicated on discharge instructions.
Patients are responsible to behave respectfully to all healthcare professionals and staff, as well as other patients and visitors.

Patient Complaints and Grievances

If you have a complaint, please ask to speak to the Center Administrator or the following:

- Inova Surgery Center – Franconia-Springfield: 703-922-9501
- Inova Surgery Center – Loudoun: 571-209-6465
- Inova Northern Virginia Surgery Center (Fair Oaks): 703-766-6960
- Inova Surgery Center – McLean: 703-663-1440
- Inova Surgery Center – Oakville: 571-670-9001

If you are not satisfied with the resolution, you may contact one of the following:

Virginia Department of Health

9960 Mayland Drive, Suite 401
Richmond, VA 23230-1463
800.955.1819

Medicare Ombudsman

800.633.4227

www.cms.hhs.gov/center/ombudsman.asp

Accreditation Association for Ambulatory Health Care

3 Parkway North, Suite 201
Deerfield, IL 60015
847.853.6060
info@aaahc.org

Inova Health Services maintains an ownership interest in the Surgery Center.