You have the right to:

* Considerate, respectful and dignified care and respect for personal values, beliefs and preferences. Patients are treated without regard to age, ethnicity, race, color, religious beliefs, sexual orientation or financial ability.
* Confidentiality of all treatment and procedures performed in SCB. Except as required by law, no patient medical information will be disclosed to any source without prior written approval from the patient or the patient’s legal guardian. Film, or photos, are used only for patient identification, diagnosis, or treatment.
* Receive Information concerning diagnosis, treatment, and prognosis.
* To participate actively in the decision-making process concerning their need for medical and surgical care. Patient request for services not offered will be referred to other providers or specialists as applicable. Patients have the right to change their provider if other qualified providers are available. Patients are encouraged to report safety, care, or service concerns to facility staff.
* All procedures and treatments are explained to the patient. The informed consent provided for surgical procedures is explained and includes risks, benefits, and alternatives. Patients are given time for discussion and/or questions of the medical staff regarding their procedure. Post-operative instructions are provided and complications and/or consequences if pre-op and post-op instructions are not followed completely are discussed with each patient and/or his/her legal guardian prior to surgery. Patients, family, legal guardian, and/or surrogate decision maker are informed of care and treatment result, including unanticipated events.
* SCB patients have the right to address with their physician and/or SCB administrator, any conflict/grievance relating to the medical-nursing care provided and/or billing for services rendered. Concerns will be reviewed within 7 days and a written notice of the decision will be provided to the patient/representative within 30 days. Patients will not be subjected to discrimination or reprisal for voicing concerns.
* Patients have the right to have their post-op pain assessed and treated.
* SCB will make every attempt to follow state and county regulations for getting consent for surgery. Un-emancipated minors will not be authorized to schedule surgery in SCB. Emancipated minors should provide SCB with proper documentation to show legal emancipation. If a patient is deemed incompetent by a court of law, then the legal guardian assigned to that patient by the court will exercise the rights of the patient. The legal guardian should provide to SCB a copy of the court ruling granting guardianship prior to the surgery. If custody of the patient has been given to someone other than the parents, SCB will require legal documentation to show the custody/guardianship prior to surgery.
* Patients are responsible for providing physician with current and past surgical-medical history and current medication history, and must agree to accept the physician’s consultation advice, treatment, and instructions during the duration of the patient/physician relationship. Patients are expected to behave respectfully towards all healthcare professionals, staff, and other patients.
* Patients must provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours following surgery.
* Patients must accept personal financial responsibility for any charges not covered by his/her insurance.
* Due to the altered physical state of a patient during surgery, every attempt will be made to revive a patient if the need occurs during their visit at SCB. This includes but is not limited to medication therapy, intubation, CPR, and/or defibrillation/cardioversion. Advanced Directives provided by the patient will be placed in the patient’s chart and will be provided to any healthcare facility the patient is transferred to from SCB.
* The cultural, psychosocial, spiritual, and personal values of each patient and family member will be respected. Patients will be afforded time and privacy with their respective pastoral leaders before surgery when requested.
* Patients have the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
* Patients agreeing to participate in research will be informed of all risks involved and have the right to refuse participation at any time during their care.
* Patients have the right to request an interpreter of their primary language. Interpretation as needed is provided at no charge in order to provide the patient with effective communication.

You may contact the following entities to express any concerns, complaints or grievances you may have:

Surgery Center of Bluffton Administrator or Director of Nursing

State Agency: SCDHEC, 2600 Bull Street, Columbia, SC 29201 803-545-4370

Medicare: Office of Medicare Beneficiary Ombudsman: [www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html](http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html)

Office of Civil Rights: US Department of Health and Human Services, Office of Civil Rights, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, (800) 368-1019 ; <https://ocrportal.hhs.gov/ocr/portal/lobby.jst>

The Surgery Center of Bluffton is a private facility owned and operated by the following physicians:

Dr. Julien Norton, MD

Dr. Shepard Russell, MD

Dr. Don Christian, MD

Dr. David Maurer, MD