

PATIENT RIGHTS

The Orthopaedic Center at Springhill, realizing its responsibility to provide quality care, also realizes that in the delivery of care the patient is entitled to certain rights. Among them:

- Individuals shall be accorded impartial access to treatment when accommodations are available and treatment is medically indicated and appropriate regardless of race, creed, sex, religion, or national origin.
- The patient has the right to expect that The Orthopaedic Center at Springhill will give the necessary health services to the best of its ability. However, if transfer to another facility is recommended, such a transfer will be made only after the patient has received complete information and explanation concerning the need for alternatives to such a transfer.
- The patient has the right to considerate; respectful care at all times and under all circumstances, with the recognition of his/her personal values and beliefs.
- The patient has the right to have an advance directive (such as a living will or health care proxy) and appoint a surrogate decision maker to make health care decisions on his/her behalf to the extent permitted by law. The provision of care is not conditioned on the existence of an advance directive.
- The patient has a right, if asked to participate in a research project, to be informed of expected benefits, potential discomforts/risks, or alternative services. The patient has a right to refuse to participate in such research projects.
- The patient has the right to know the identity and professional status of individuals involved in the patient's care. The patient has the right to ask and be informed of the existence of any professional and/or business relationships between the Center and its staff, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
- The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to accept or refuse a recommended treatment or plan of care to the extent permitted by the law. The patient has the right to receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse the treatment or procedure. If treatment is refused, the patient has the right to be informed by the physician or the physician's designee or the medical consequences of such refusal.
- The patient has the right, within the law, to personal privacy and confidentiality of information.
- The patient has the right to have access to interpreter services at no cost to you, if you are not fluent in English.
- The patient has the right to know the facility policies and practices that relate to his/her care, conduct and responsibilities.
- The patient has the right to be free from harassment and abuse.
- The patient or the patient's surrogate decision maker has the right to participate in the consideration of ethical issues that arise in the care of the patient.
- The patient, and when appropriate, their families, are informed about the outcomes of care, including unanticipated outcomes.
- The patient has the right to information about the hospitals' mechanism for the initiation, review and when possible, resolution of patient complaints concerning the quality of care. The patient has the right to present a complaint without compromising his/her future access to health care at the Orthopaedic Center at Springhill.
- The patient has the right to resolve conflicts that arise concerning care by contacting the appropriate Department/Nurse Manager, or the Administrator for resolution.
- The patient has the right to consult privately with his/her physician and to see, talk and write to other people, subject to clinic regulations regarding patient visitation.
- The patient has the right to access protective services such as guardianship, advocacy services, conservatorship, child or adult protective services.
- The patient has the right to have all the Patient Rights apply to the person who has legal responsibility to make decisions regarding the medical care on behalf of the patient.
- The patient has the right to change provider if other qualified providers are available.
- The patient has a right to appropriate assessment and management of pain.
- The patient has a right to voice a complaint to the Alabama Department of Public Health 201 Monroe Street Montgomery, Al 36104, Hotline #1-800-356-9596 or the website at www.cms.hhs.gov/center/ombudsman.asp To hear an audio version of these Rights you may call the following number 251-300-2090
- <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
The role of the Medicare Beneficiary Ombudsman is to ensure they receive the information and help they need to understand their Medicare options and to apply their Medicare rights and protection.
- AAAHC 1-847-853-6060

It should be noted, that in certain circumstances, laws or regulations might authorize limitations upon the patient's ability, or that of a surrogate, to exercise any of the above listed rights.

PATIENT RESPONSIBILITIES

The collaborative nature of health care requires that patient or their families/representatives/surrogates, participate in their care. It is therefore recognized in providing care to the patient, the effectiveness of care and patient satisfaction with the course of treatment depend in part on the patient fulfilling certain responsibilities, among them to be:

- The patient has the responsibility to provide accurate and complete information to the best of his/her ability about present complaints, hospitalizations, any medications including over-the-counter products and dietary supplements, and allergies or sensitivities.
- The patient is responsible for following the treatment plan recommended by the particular practitioner responsible for his/her care.
- The patient has the responsibility of providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.
- The patient is responsible for informing his/her physician and other caregivers if problems are anticipated in following prescribed treatment.
- The patient is responsible for asking questions or requesting more information or clarification about his/her health status or treatment when information or instructions are not fully understood.
- The patient is responsible for ensuring that the health care institution has a copy of his/her written advance directive if he/she has one.
- The patient is responsible for providing necessary information for insurance claims and assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
- The patient is responsible to participate in all safety measures of the center.
- The patient is responsible for following rules and regulations affecting patient's care and conduct.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel and assisting in the control of noise and the number of visitors.

- The patient is responsible for being respectful of the property of other patients and of the center.
- In that a person's health depends on much more than health care service, the patient is responsible for recognizing the impact of their life-style on their personal health.
- The patient has the responsibility to adhere to The Surgery Center's Tobacco Free Policy.

We hope that your stay at The Orthopaedic Center at Springhill is a positive and comfortable experience.

Our staff is committed to providing you with the highest quality medical Care and strives to ensure your comfort and convenience at all times.

To that end, our staff is available to address your concerns, provide Answers to questions and seek solutions to problems. Our staff aims to meet the need of each individual, family member and friend of the patient. If you have any questions or concerns, please contact the Patient Advocate at 251 410-3800.

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The following physicians have ownership in this facility

Matthew D. Barber, MD
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