



Augusta Eye Surgery will provide the patient or the patient's representative verbally and a written copy of the patient's rights and responsibility, and must protect and promote the exercise of such rights prior to admission.

1. Patients are treated with respect consideration and dignity.
2. Patients are provided appropriate privacy.
3. Patients have the right to be free from all forms of abuse or harassment.
4. Patients have the right to exercise his or her rights without being subjected to discrimination or reprisal.
5. Patient disclosures and records are treated confidentially and patients are given the opportunity to approve or refuse their release, except when release is required by law.
6. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
7. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
8. Information is available to patients and staff concerning:
 - a. Patient rights, including those specified in 1, 2, 3, 4, and 5 above
 - b. Patient conduct and responsibilities
 - c. Services available at the organization
 - d. Provisions for after-hours and emergency care
 - e. Fees and Services
 - f. Payment Policies
 - g. Patient's right to refuse to participate in experimental research
 - h. Advance directives, as required by state or federal law and regulations
 - i. The credentials of health care professionals
9. Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:

- a. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
 - b. Follow the treatment plan prescribed by his/her provider
 - c. Provide 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.
 - d. Inform his/her provider about any living will, medical power of attorney, or other advance directive that could affect his/her care
 - e. Accept personal financial responsibility for any charges not covered by his/her insurance.
 - f. Be respectful of all the health care providers and staff, as well as other patients
10. Patients are informed of their right to change their provider if other qualified providers are available.
11. Marketing or advertising regarding the competence and capabilities of the organization is not misleading to patients.
12. Patients will be provided with appropriate information regarding the absence of malpractice insurance coverage if the facility does not have such coverage, prior to admission.
13. Patients are informed about procedures for expressing suggestions, complaints and grievances, including those required by state and federal regulations.
 - a. The patient has the right to file a grievance or complaint with the Georgia Department of Health. The Georgia Department of Health is the responsible agency for ambulatory surgical center's complaint investigation. Complaints may be registered with the department by phone, 404-657-5726, 404-657-5728, 404-657-9639, or 800-878-6442 or in writing to the Georgia Department of Human Services, Office of Regulatory Services, Two Peachtree Street NW, Atlanta, Georgia, 30303-3142. A complainant may provide his/her name, address, and phone number to the Department. Anonymous complaints may be registered. All complaints are confidential.
 - b. Medicare beneficiaries may contact the, "Office of the Medicare Beneficiary Ombudsman" by email at:
<http://www.cms.hhs.gov/ombudsman/resources.asp>.
The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive information to help them understand their Medicare options and to apply there Medicare rights and protections. These Medicare rights are in addition to the rights available to all ASC patients under the Medicare Condition for Coverage.